



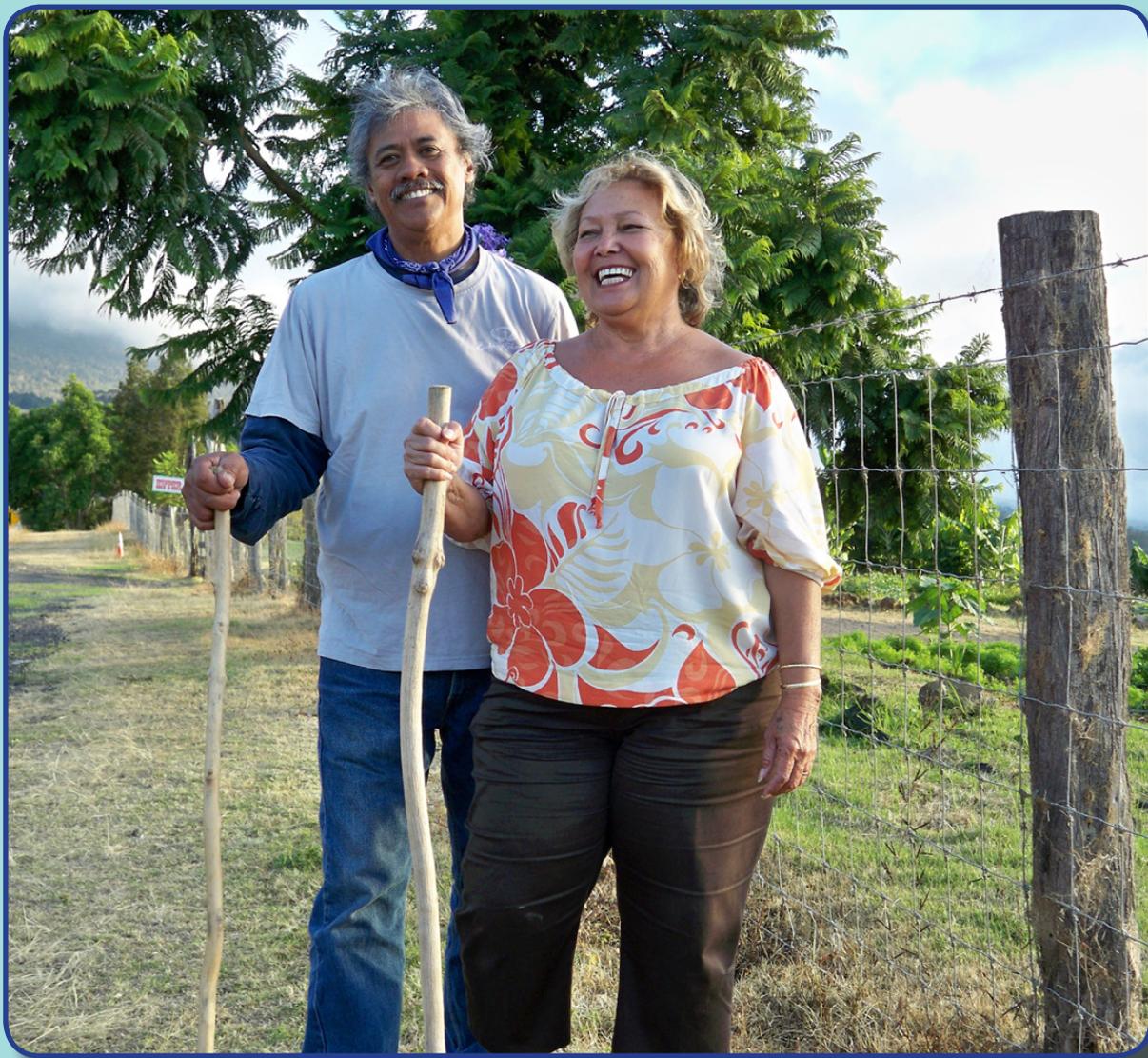
Maui County Office on Aging
Aging and Disability Resource Center



presents

Elder Abuse Awareness

We Can Make A Difference



**A Guide to Understanding and Preventing Elder Abuse
for Senior Citizens, their Families and Caregivers**

About the Maui County Office on Aging Aging and Disability Resource Center

As the designated Area Agency on Aging for Maui County, the Maui County Office on Aging, Aging and Disability Resource Center (MCOA/ADRC) promotes and protects the well-being of older persons in Maui County.

MCOA/ADRC funds and manages an array of programs and services to serve the needs of frail older adults, their families and caregivers.

MCOA/ADRC also maintains an outreach team that takes calls and visits older persons in their homes to assess their service needs and explore options.

For More Information

Contact MCOA/ADRC via email at mcoa.adrc@mauicounty.gov toll free in Hawai'i 643-ADRC (2372) on the web www.mauicountyadrc.org or call or visit the office nearest you.



MAIN OFFICE

J. Walter Cameron Center

95 Mahalani Street, Room 20

Wailuku, HI 96793

(808) 270-7774

Toll Free in Hawai'i 643-ADRC (2372)

WEST MAUI

West Maui Senior Center

788 Pauoa Street, Suite 103

Lahaina, HI 96761

(808) 661-2387

SOUTH MAUI

Hale Mahaolu Ehiku

16 Ehiku Street, Suite 1

Kihei, HI 96753

(808) 875-0033

HANA

Hana Senior Center

Hale Hulu Mamo

5101 Uakea Street, Bldg. G

Hana, HI 96713

(808) 248-8833

MOLOKA'I

Home Pumehana

290 Kolapa Place, Suite 1

Kaunakakai, HI 96748

(808) 553-5241

Toll Free in Hawai'i 643-ADRC (2372)

LANA'I

Lana'i Senior Center

309 Seventh Street

Lana'i City, HI 96763

(808) 565-6818

Toll Free in Hawai'i 643-ADRC (2372)

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Elders who are abused are twice as likely to be hospitalized, four times as likely to go into nursing homes and three times as likely to die.

*Cover photo: A picture of healthy aging, Lana and Jose Queddeng of Keokea took advantage of the Office on Aging's Better Choices, Better Health Program and now enjoy a higher quality of life.
Photo by Robin Pilus*



Why Should I Care About Elder Abuse?

Would You Recognize Elder Abuse?

At first, you might not recognize—or take seriously—the signs of elder abuse. They may appear to be symptoms of dementia or signs of an elderly person’s frailty—or caregivers may explain them away. In fact, many signs and symptoms of elder abuse overlap with symptoms of mental deterioration, but that doesn’t mean you should dismiss them.

While up to a million cases of elder abuse are received every year, **for every case of elder abuse reported, another 12 or 13 are not reported.**

Why Elder Abuse is Under Reported

Many seniors don’t report the abuse because they fear retaliation from the abuser, or believe that they’d have no one else to care for them.

When caregivers are their children, they may be ashamed that their children are behaving abusively or blame themselves:

“If I’d been a better parent, this wouldn’t be happening.” Or they may not want their loved one to get into trouble.

How To Get Help

It’s important for elders to seek refuge from abuse by calling Adult Protective Services (APS) or telling a doctor or trusted friend.

APS investigates abuse cases, intervenes, and offers services and advice. Call APS to get help at 243-5151. If the elder resides in a nursing home or adult residential care home, call the Long Term Care Ombudsman at (808) 586-7268.

In addition, information and referrals are available from the national Eldercare Locator: 1-800-677-1116 or the Maui County Office on Aging at 643-ADRC (2372).

www.agelessalliance.org

One in ten older Americans experience abuse each year—and many of them experience it in multiple forms.

What Caregiver Neglect Looks Like

Adult Protective Services received a call from a former service provider that a 44 year-old Filipino man with an intellectual disability living in Lahaina was being neglected by his caregiver. The report was that the man was unbathed and wore the same clothes for weeks at a time. He was losing weight, so it looked like the caregiver was not tending to his needs. Upon investigation the allegations were found to be true. APS petitioned the Family Court for legal guardianship. The man was placed in an Adult Residential Care Home where he currently resides and receives all the care he needs.

Elder abuse is an under recognized problem with devastating and even life threatening consequences.

Red Flags of Elder Abuse

Learn The Warning Signs

Does someone you know—an elder or adult with a disability—display any warning signs of mistreatment?

Neglect, Including Self Neglect

- Lack of basic hygiene, adequate food, or clean and appropriate clothing
- Lack of medical aids (glasses, walker, teeth, hearing aid, medications)
- Person with dementia left unsupervised
- Person confined to bed is left without care
- Untreated pressure “bed” sores
- Home cluttered, filthy, in disrepair, or having fire and safety hazards
- Home without a stove, refrigerator, plumbing, or electricity

Physical/Sexual Abuse

- Inadequately explained fractures, bruises, welts, cuts, sores or burns
- Unexplained sexually transmitted diseases

Financial Abuse/Exploitation

- Lack of amenities that the victim could afford
- Vulnerable elder/adult “voluntarily” giving uncharacteristically excessive financial reimbursement/gifts for needed care and companionship.
- Caregiver controls elder’s money but fails to provide for elder’s needs.
- Vulnerable elder/adult has signed property transfers (Power of Attorney, new will, etc.) but is unable to comprehend what the transaction means.

Psychological/Emotional Abuse

- Unexplained or uncharacteristic changes in behavior, such as withdrawal from normal activities, unexplained changes in alertness, etc.
- Caregiver isolates elder (doesn’t let anyone enter the home or speak to the elder)
- Caregiver is verbally demeaning, controlling, overly concerned about spending money, or uncaring.

If you or someone you know is in a life threatening situation or immediate danger, call 911 or the local police.

www.agelessalliance.org



70-90% of those who abuse elders are family members, loved ones or paid caregivers.

Tips to Reduce Risk of Financial Abuse



by Paul Greenwood, LLB
*Deputy District Attorney, San Diego
Elder Abuse Prosecution Unit*

Choose a caregiver carefully

Inventory all jewelry and valuables

Shred documents with your information

Protect your incoming and outgoing mail

Credit search yourself 2-3 times a year

Have caller I.D. on your telephone

Don't trust *get rich quick* schemes

Get duplicate monthly statements sent to a trusted family member or professional advisor

Hire only licensed handymen

Install a lockable screen door or chain guard on front doors

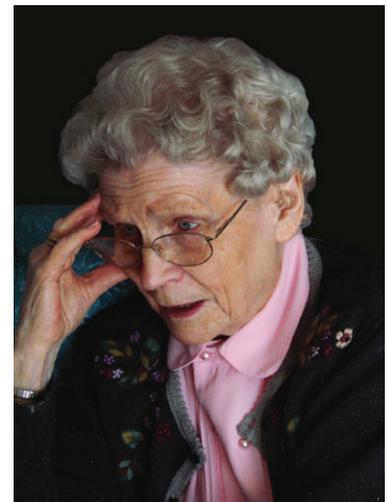
Call Adult Protective Services

If you are an older adult and you think you might be suffering from abuse, or if you know of an older person who might be suffering from abuse, call:

(808) 243-5151 on Maui & Moloka'i

(808) 565-7102 on Lana'i

www.agelessalliance.org



A million reports of abuse against elderly Americans reach authorities every year, and millions more cases go unreported.

Koi

like the fish

A Film That Educates About Elder Abuse

Koi, Like the Fish is a film based on a local theatrical production that raises awareness about elder abuse. The play tells the tale of Koi, a man struggling to keep his dignity when his choices have disappeared and his decisions are no longer his to make.

The Maui County Office on Aging has made the film available for local agencies, schools and churches to help educate the public about the various forms of elder abuse and helpful resources.

Community Screenings

Film screenings are usually followed by discussions with aging network professionals so that audiences can share their experiences, debrief on the subject matter, ask questions and get more information.

Written by Keali'iwahine Hokoana and directed by Kim Compoc, the film includes themes of elder abuse, caregiver stress, and loss of independence, which affect everyone who is aging and all who love an aging person.

Koi, Like the Fish is available for public viewing as an educational tool on elder abuse through the Maui County Office on Aging. For more information, contact Jo Reyes at 270-7755.



The storyline focuses on Koi, an elder who is diagnosed with a terminal illness and seeks live-in care from his niece. The play illustrates the various types of elder abuse and is available by request from the Maui County Office on Aging.



Let's Take a Stand Against Elder Abuse

How Organizations Can Help

Include a message about elder dignity and the need for abuse prevention in your newsletter.

Add a link to the Ageless Alliance website on your organization's website.

Train staff about signs of elder abuse and neglect, and how to report suspected mistreatment to the local APS agency, Long-Term Care Ombudsman or law enforcement.

Healthcare clinicians can pledge to ask all patients about possible family violence in their lives.

Homecare agencies and residential care facilities can promote abuse recognition and prevention.

Financial institutions can train staff to detect elder financial abuse. Visit www.centeronelderabuse.org and www.ncea.aoa.gov for more resources.

Print handouts and reusable grocery bags with information about elder abuse prevention.

How Individuals Can Help

Donate time at a day program, deliver meals to homebound, become a friendly visitor, or become a phone buddy to someone who rarely leaves home.

Send a short note or email to your elected officials telling them about your experiences with programs and services they are funding.

Make a voluntary contribution to the Maui County Office on Aging's programs. Any monetary amount helps to expand service opportunities to those needing assistance. www.agelessalliance.org

An Example of Psychological and Physical Abuse

A concerned daughter called APS about her parents who were in their 90s. The Kihei couple had a loving relationship until they started declining in mental capacity, when the man became verbally and physically abusive to everyone around him. APS investigated and found that his spouse bore the brunt of his abuse. Services were brought in, but the providers backed out after the father brandished a gun. A second incident occurred where the man's spouse suffered bruises after falling out of bed, but due to his diminished capacity, the man would not allow anyone to help her up for half the day. Finally, the man allowed his wife to be placed into long term care. The daughter still resides in the home and provides care to her father who continues with his verbal abuse.

How Young People Can Help

Visit older relatives.

Ask your teacher to commemorate World Elder Abuse Awareness Day on June 15th by educating students on the signs of elder abuse.

Create an art, essay, or poetry contest for kids about the value and dignity of elders.

Have a Grandparents Day celebration at your school.

Volunteer at a nursing home.

Post a Facebook status or Tweet about elder abuse.

Do a service project to help elders in your community.

Organize a walk-a-thon to raise awareness about elder abuse.

Provide service to elders through your Boy Scout or Girl Scout troop.

Have your sorority or fraternity do a service project to help elders.

Visit a nursing home or senior center.

Visit isolated older adults in your neighborhood.

www.agelessalliance.org

A Portrait of Self Neglect

A concerned neighbor called APS to report his concerns about a 60 year-old Caucasian woman who lived alone in Haiku. APS investigated and determined the woman suffered from mental illness. She refused services such as house cleaning, home delivered meals, or assisted transportation. Because the woman lacked the capacity to make decisions about her health care, APS could bypass the woman's protests to be left alone. APS brought a medical team to the woman's home where she was diagnosed with severe psychosis and advanced cancer. They obtained an emergency guardianship from the Family Court and the woman began receiving treatment for her conditions. Sadly, the cancer had progressed too far and the woman lost her life.



Preventing Elder Fraud



by **Tung Chan**
Hawai'i Securities
Commissioner

Beware of Swindlers

Our kupuna and their nest eggs attract their fair share of swindlers. These unscrupulous scammers look to coerce or trick our seniors into investing their life savings in poor or improper investments. One of the most popular tactics includes luring victims in by giving them a free lunch or dinner, creating a sense of gratitude and trust that can lead to getting elders to invest. Another common tactic is to make the elder think he or she is privy to special information that can make him or her very rich if he or she acts right away.

In any of these cases, don't sign on the dotted line and don't hand over your money before you do a thorough check.

Four Steps to Protect Yourself

Take your time and get it in writing.

Check that you understand the investment. If it's too complicated to understand, it's too complicated to invest in.

Check the sellers to see if they are properly registered with the Securities Commissioner and that they don't have complaints against them.

Have a neutral third-party to look over the investments.

Contact the Securities Commissioner

Anyone can be the target of a scam. If this has happened to you or someone you know, call the Office of the Securities Commissioner at 1-877-447-2267 (1-877-HI-SCAMS). We are part of the State of Hawai'i Department of Commerce and Consumer Affairs (DCCA) and we are here to help. We have investigators and attorneys that prosecute securities fraud.

A Case of Potential Financial Exploitation

A service provider called APS to report that a 95 year-old Japanese woman was being financially exploited by a friend. Investigation showed that the friend who was helping the woman would accompany her to the bank to withdraw funds then take her shopping for essentials. The helper also paid the elder's bills. The allegation of financial abuse proved false. However, during the course of the investigation, it was determined the woman lacked sufficient mental capacity to make financial decisions. Further investigation showed that the woman had assets in the millions which were managed by a trust. A medical professional sent a letter to the Trustee, in this case a local bank, requesting the Trust begin to manage the woman's finances.



A Fitness Program

Last year, the County of Maui launched EnhanceFitness, an award-winning, evidence-based program that improves the health of older adults and adults with disabilities. Regular exercise has many benefits, including helping caregivers relieve stress and avoid burnout.

EnhanceFitness currently operates at five sites on Maui: Kalama Heights Retirement Community, Roselani Place, Kahului Union Church, Maui Adult Day Care Center in Lahaina, and Kaunoa Senior Center in Spreckelsville, with more sites being added incrementally. In addition to Maui, EnhanceFitness is offered on Oahu and Kauai, and in communities across the nation.

Certified fitness instructors lead one-hour classes three times weekly. This

format improves participants' physical function, including strength, balance, flexibility and cardiovascular endurance. Participation in EnhanceFitness programs can also reduce the risk of falls and lower health care costs.

For All Fitness Levels

The program was designed by the University of Washington to meet the physical activity needs of adults of all fitness levels, from the frail in wheel chairs, to the most active adult. Participants are evaluated regularly to measure their progress.

A monthly voluntary contribution is requested but not required from participants, and scholarships are available. For more information, contact Paula Keele, EnhanceFitness Master Trainer at 870-5530.

Elder Abuse is a violation of human rights and a significant cause of illness, injury, loss of productivity, isolation and despair.
– World Health Organization

Kupuna Care: Services For Frail Elders That Can Help



The Maui County Office on Aging's Access and Assistance team visits elders and caregivers in their homes to link them to needed services and programs. From left, Zilpah Kaimiola, Gimberley Almeida, Elinor Takahashi, Cheryl Adolpho, Lori Shinsato, Vicki Belluomini, and Hyenie Martin.



The Access and Assistance team also includes Rachelle Ing Kupau (Molokai), Timmy Satot (Hana), and Cary Valdez (Lahaina).

Caregiver Burnout Can Lead To Abuse

Caregivers are often the nicest people. They put the care of others before themselves. Sometimes, they give so much of themselves that they get burnt out and that's when they might lash out.

That's how caregivers sometimes become abusive to the people they care for. Often family members are the ones who perpetrate elder abuse.

Programs and Services Help Reduce Burnout

MCOA/ADRC offers programs and services to help frail elders and help relieve caregivers of some of their

burden. A big part of serving the needs of elders involves providing support for caregivers to manage stress and time to learn good self care.

What is Kupuna Care?

Kupuna Care is a cluster of services offered through the Office on Aging that helps qualified elders, their families and caregivers with activities such as shopping, medical visits, transport to medical visits and shopping, house cleaning and meal preparation once the older person is no longer able to manage these tasks on their own. These services are outlined on the next page.

In 2012 Kupuna Care served 7,000 individuals statewide.

Prevent Elder Abuse

Adult Day Care

Supervised, group, daytime setting providing lunches and personal assistance to dependent elders

Assisted Transportation

Transportation with the assistance of an escort

Attendant Care

Help provided by a person trained to assist the elder with daily tasks when a caregiver cannot be present

Chore

Help with heavy housework, yard work or sidewalk maintenance

Home Delivered Meals

Nutritious meals delivered to the elder or caregiver's home

Homemaker

Help preparing simple meals, shopping for grocery and/or personal items, managing money, using telephone, and doing light housework

Kupuna Care Transportation

Transportation for elders needing minimal assistance and supervision

Personal Care

Service to help clients who are unable to bathe, eat, dress, toilet, and/or transfer themselves safely

In addition to Kupuna Care services, the Office on Aging provides family caregiver support services, including counseling, friendly visiting, telephone reassurance, in-home respite, education, and adult day care respite.

To find out more about Kupuna Care and other programs and services for older adults, contact the Maui County Office on Aging, Aging and Disability Resource Center at (808) 270-7774 or toll free 643-ADRC (2372). You can also send an email to mcoa.adrc@mauicounty.gov or visit the web at www.mauicountyadrc.org to complete an online referral or request for information form.



Robert Lucas of Lahaina takes care of his 102 year-old grandmother Louise with the help of services that allow him to keep working. Maui Adult Day Care Centers Inc. photo.



Programs To Prevent Caregiver Burnout

Better Choices, Better Health®

When Health Declines

After losing a kidney to diabetes, Jose Queddeng's life was further compromised when he suffered a debilitating stroke that reduced his quality of life and left him with little hope for the future.

Like many folks living with chronic conditions, Jose only remembered to take his medications after constant reminding by his wife, Lana. He never questioned his doctors and he paid little attention to his diet and exercise.

Getting Back on Track

Jose decided to take control of his chronic conditions by taking Better Choices, Better Health, an evidence-based self management course designed by Stanford University. Over the six week class he learned how to cope with his health challenges and better manage his health.

"I now read labels, ask questions, and exercise regularly," he said. "And I feel great!"

"This program gave me back the man that I married so long ago," said Lana. "It was only a six-week class, but it will last us a lifetime."

Sign Up For a Workshop Near You

For more information or to sign up for a workshop, contact Better Choices, Better Health Coordinator Jan Roberson at 270-8221 or send an email to jan.roberson@mauicounty.gov

**Better Choices, Better Health:
A six week program that
lasts a lifetime.**

Lana and Jose Queddeng of Keokea

Photo by Robin Pilus



Powerful Tools for Caregivers®

Thriving—Not Just Surviving

Caregiving is not an easy lifestyle. It is so demanding of a person's time, that it can become overwhelming, and lead to caregiver burnout.

Caregiver burnout is a state of physical, emotional, and mental exhaustion that may be accompanied by a change in attitude—from positive and caring to negative and unconcerned.

Burnout can occur when caregivers don't get the help they need, or if they try to do more than they are able—either physically or financially. Caregivers who are "burned out" may experience fatigue, stress, anxiety, and depression. Many caregivers also feel guilty if they spend time on themselves rather than on their ill or elderly loved ones.

Powerful Tools for Caregivers (PTC) is a program to help those who provide care to frail elders and dependent adults.

PTC Teaches Caregivers To

- Take care of themselves
- Reduce personal stress
- Set goals, solve problems
- Reduce depression, guilt, and anger
- Make tough decisions
- Change negative self-talk
- Communicate with family, health care workers and others.

The 6-week PTC workshop costs \$25 but scholarships are available. All participants receive *The Caregiver Helpbook* manual. Classes are offered in different communities throughout the year.

Sign Up For PTC Today!

Call to see if a class series is scheduled near you. Call the UH Cooperative Extension at 244-3242 ext 226 for more information.



Brandi-Lee Gouveia takes care of her mother Barbara and grandmother Madeleine Carreira. The six-week program, Powerful Tools for Caregivers, helped Brandi-Lee better manage her caregiving duties and reduce her stress by giving herself permission to take personal time to enjoy movies and long walks.

Programs and Services are available to help elders and family caregivers manage their lives.

Call the Office on Aging at 643-ADRC (2372) to find out more.



AgelessAlliance.org
UNITED AGAINST ELDER ABUSE



**Maui County Office on Aging
Aging and Disability Resource Center
is a division of the County of Maui
Department of Housing and Human Concerns**

Director: JoAnn Ridao

Deputy Director: Jan Shishido

Executive on Aging: Deborah Arendale

Contributors: Paul Greenwood, Maui County Office on Aging Staff,
Adult Protective Services, State Department of Commerce and Consumer Affairs

Editor: Jan Roberson

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