

# Abuse and neglect

## Stay safe: know the signs and get help

Everyone deserves to feel safe. Abuse or neglect can happen to anyone. The good news is that there are steps you can take to protect yourself.

### Recognize abuse and neglect

Knowing the signs of abuse and neglect can help you decide what to do next.

- **Physical abuse:** hurting someone or causing them pain or injury
- **Sexual abuse:** sexual contact without consent or understanding, or by force
- **Emotional abuse:** words or actions used to scare, shame, threaten, or control
- **Confinement and isolation:** keeping someone from leaving, or stopping them from seeing or talking with others (when it's not for safety)
- **Passive neglect:** when a caregiver does not provide basic needs like food, clothes, shelter, or medical care
- **Willful deprivation:** taking away needed things on purpose, like medicine, food, or shelter
- **Financial abuse:** taking someone's money or benefits or keeping it from them
- **Exploitation:** using someone for personal gain

### Planning ahead helps

- Choose someone you trust to help with important decisions, if needed.
- Learn your long-term care options.



### Protect yourself and your identity

- Consider a background check when hiring in-home help. You can also ask the Department of Public Health at **1-800-252-4343** (TTY: 711) to find out if a caregiver had complaints in the past about abuse, neglect, or theft.
- Join the National Do Not Call Registry to reduce sales calls. Register at [donotcall.gov](https://www.donotcall.gov) or call **1-888-382-1222** (TTY: 1-866-290-4236).
- Don't sign papers you don't understand. If you are unsure, talk with someone you trust.
- Stay connected with people you trust. Family, friends, neighbors, faith-based groups, or others can help.



**In case of emergency, call 911 first**

If you have any questions, call Member Services at **866-606-3700** (TTY: 711).



**Know who to call if you suspect abuse or neglect.**

You have the right to be safe. Calling one of these state agencies can protect you and others from future abuse or neglect.

| Incident happening to:                                                                                                            | Contact:                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Children (under 18)                                                                                                               | State Central Register <b>1-800-25A-BUSE</b> (TTY: 711) / <b>1-800-252-2873</b> (TTY: 711)     |
| Adults with disabilities up to age 59, living in a community setting<br>or<br>Senior adults age 60+, living in any residence type | Adult Protective Services Hotline<br><b>1-866-800-1409</b> (TTY: 711)                          |
| Adults ages 18 to 59, living in a community setting                                                                               | Local Police Department                                                                        |
| Nursing facilities resident                                                                                                       | Department of Public Health Nursing Home Complaint Hotline<br><b>1-800-252-4343</b> (TTY: 711) |
| Supportive living facilities resident                                                                                             | Supportive Living Facility Complaint Hotline<br><b>1-844-528-8444</b> (TTY: 711)               |

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**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **866-606-3700** (TTY: **711**).

**Polski (Polish):** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **866-606-3700** (TTY: **711**).