

## Vulnerable Adult Reporting Policy and Procedures

The Alzheimer's Association Minnesota - North Dakota chapter has adopted a Vulnerable Adult Reporting policy. It is the policy of the Alzheimer's Association Minnesota-North Dakota that **all staff and volunteers** report suspected maltreatment of vulnerable adults to the appropriate authority. However, we believe that confidentiality is integral to successful and effective support groups. Per the new policy, confidentiality will be breached if maltreatment of a vulnerable adult is suspected by the facilitator.

So what does this mean for you as a Support Group Facilitator?

- If you have not done so yet, please review the attached policy
- If you have not done so yet, please complete and send back the agreement form attached. If you decide to fax back the completed paperwork, please send to 952-830-0513 with ATTN.: Mary Brozic. If you decide to mail back, please send to:

ATTN.: Mary Brozic  
Alzheimer's Association  
4550 W 77th St., Suite 200  
Edina, MN 55435

- Please review suggested talking points attached to implement new policy into your support group.

**Thanks!**



### **\*Suggested Talking Points**

We hope you can integrate this new policy into your general welcome, in which you discuss meeting ground rules, etc.

Hello, I am \_\_\_\_\_ and (if have co-facilitator) this is \_\_\_\_\_. I (we) are volunteers of the Alzheimer's Association and serve as this group's (co) facilitator(s). This group is affiliated with the Alzheimer's Association Minnesota – North Dakota chapter. (You may choose to talk briefly about the reason for your involvement as a facilitator).

The way we structure the meeting is \_\_\_\_\_. We begin at \_\_\_\_\_ and end at \_\_\_\_\_. This should be a place where you feel comfortable sharing your concerns and experiences as nothing leaves this room. The only exception to this confidentiality would be if I have reason to suspect maltreatment of any vulnerable adult. (As a volunteer for the Alzheimer's Association Minnesota – North Dakota chapter, I have agreed to comply with the Association's Vulnerable Adult Reporting Policy by reporting suspected maltreatment of vulnerable adults to the appropriate authority). I would ask that each of you respect this group's policy about confidentiality and not share personal information from other group members outside of the group. In other words, "What's said in the group, stays in the group." The Alzheimer's Association has many resources which I am happy to share with you. One of the best ways to get information and help at anytime is the Information Helpline, which is a phone line that is staffed 24 hours, 7 days a week. The staff there will answer any questions about memory problems, services and community resources for persons with dementia, their families or care partners. You can reach the Information Helpline at 1-800-232-0851.



## Alzheimer's Association, Minnesota-North Dakota Vulnerable Adult Reporting Policy and Procedures

### Policy Statement:

Due to the nature of the services provided by the Alzheimer's Association Minnesota-North Dakota people receiving services may be categorically vulnerable. It is the policy of the Alzheimer's Association Minnesota-North Dakota that **all staff and volunteers** report suspected maltreatment of vulnerable adults to the Common Entry Point (MN) or Regional Human Service Center (ND) as deemed appropriate through the following procedural process. The Minnesota Vulnerable Adult Law and the North Dakota Vulnerable Adult Protective Service Law are in place to provide referral, investigation and follow up processes for reports of the maltreatment of vulnerable adults.

### Definitions and Summary:

In Minnesota, County Adult Protective Services units provide assistance in identifying and preventing maltreatment of vulnerable adults. In North Dakota these services are available through the Regional Human Services Centers. The following definitions are adapted from the Minnesota and North Dakota laws.

- **Vulnerable Adult:** a person, 18 years old or older, who has a substantial mental or functional impairment that compromises health, safety, or independent life style or is someone who requires a service (residential or otherwise), in this case the need for service constitutes vulnerability.
- **Common Entry Point:** the designated entity to receive and investigate reports of maltreatment. In Minnesota, each county provides a common entry point <http://www.mnaging.org/seniors/vulnerableadults/cepd.html>; North Dakota uses eight regional human service centers <http://www.state.nd.us/humanservices/locations/regionalhsc/>. A complete listing of common entry points and regional human service centers can be found at the above websites and at the end of this document.
- **Mandated Reporter:** The Minnesota Vulnerable Adult Law specifies that “a professional or professional’s delegate while engaged in: (1) social services;” is one category of mandated reporters. **This includes all staff and volunteers of the Alzheimer’s Association, Minnesota-North Dakota.**
- **Maltreatment:** Identifying maltreatment in vulnerable adults can be challenging because the adult may not be able to communicate what happened or may be considered an unreliable witness. However, if a report of suspected maltreatment of a vulnerable adult is made in ‘good faith’ there can be no repercussions on the reporter.

There are three basic kinds of maltreatment:

- Abuse—physical, emotional, or sexual;
- Neglect—caregiver neglect or self neglect; and,
- Financial Exploitation

## **Possible Indicators of Abuse, Neglect, or Financial Exploitation:**

### **Physical Indicators**

- Injury or skin condition that has not been cared for properly
- Injuries that are not compatible with history
- Bruises, welts, discoloration, black eyes, lacerations
- Bone fractures, broken bones, cuts, lacerations, wounds, burns,
- Dehydration and/or malnourishment, non-illness related
- Unusual or extreme weight loss
- Frequent use of the emergency room and/or hospital or health provider
- Lack of necessities
- Examples include reports of being hit, slapped, kicked, burned, or pinched
- Abusers can also belittle, humiliate, or harass

### **Behavioral indicators**

- Agitation, anxiety
- Withdrawal
- Ambivalence
- Fear
- Depression
- Anger
- Isolation - voluntary or involuntary
- Resignation
- Hesitance to reply
- Contradictory statements

### **Indicators of Self-Neglect**

- Dehydration and malnutrition
- Untreated or improperly attended medical conditions, including improper administration of prescriptions and/or poor personal hygiene
- Hazardous living conditions/arrangements, unsanitary living quarters
- Inappropriate and/or inadequate clothing; lack of necessary medical aids

### **Indicators of Financial Abuse**

- Refusal of person with legal obligation to spend money on necessities for the vulnerable adult
- Personal property or funds of vulnerable adult are taken without consent or under duress by someone without legal authority to do so
- Vulnerable adult forced to provide funds or services to provide for someone else's personal profit
- Unusual activity in bank accounts, additional names added to bank signature card other than person with legal obligation
- Signatures on checks or other documents that do not resemble signature of vulnerable adult

## Procedure for Reporting:

- A. When there is reason to suspect that maltreatment has occurred, anyone can make a report, including a friend, neighbor, the vulnerable adult, etc. The person gathering information for a report will complete the intake and gather **as much information as possible** and report orally to the Common Entry Point or the Regional Service Center.
1. Names of the persons involved, including but not limited to alleged victim, alleged perpetrators, and witnesses.
  2. Address (including county when possible) and phone number of the alleged victim.
  3. Time and date of the report.
  4. Time, date, and location of the incident.
  5. Whether there is a risk of imminent danger to the alleged victim.
  6. Description of the suspected maltreatment.
  7. Disability, if any, of the alleged victim.
  8. The relationship of the alleged perpetrator to the alleged victim.
  9. Name, address and phone number of the person reporting.
  10. Whether a facility is involved and, if so, which agency licenses the facility.
  11. Any past action taken by the common entry point, if known.
  12. Whether law enforcement has been notified.
  13. Whether the reporter wishes to receive notification of the initial and final reports.
- B. The staff/volunteer making the report **has the option of notifying the individual(s) that concerns** of suspected maltreatment may result in filing a Vulnerable Adult Report.
- C. If the **individual is reluctant** to give identifying information, the staff/volunteer may encourage the individual to make a report to the appropriate state authorities on his or her own. The staff/volunteer will inform the individual that adult protection intake lines *will accept anonymous* calls and provide the appropriate phone number(s).
- D. In the case **where an individual unknowingly describes maltreatment**, the staff/volunteer has the option of informing the individual that s/he is a mandated reporter. Offer and encourage alternative methods of behavior that are less frightening for the vulnerable adult, and recommend community resources.
- E. If there is **immediate danger** to the vulnerable adult, have the individual **call 911**. Or get as much information as possible and call 911. Explain your obligation, as a mandated reporter, of notifying the Common Entry Point (MN) or the Regional Human Service Center (ND) for follow up.
- F. Reporting a vulnerable adult can be emotional and intimidating for the individual. The Adult Protective Services Unit in their area may facilitate services for the vulnerable adult such as, assistance with daily tasks (housekeeping, errands) doctor's appointments, case-management and financial assistance that can be delivered to them in their own homes.
- G. If you are a volunteer making a report, and are **not comfortable making the report**, please ask for assistance from your Alzheimer's Association staff supervisor/contact.
- H. When the **purpose of contact with the Alzheimer's Association is to obtain the number of the Common Entry Point or Regional Human Service Center**, the staff/volunteer will provide the appropriate number to report to. If the staff/volunteer does

not receive specific information regarding the suspected maltreatment s/he will not be able to complete a report. If the staff/volunteer does receive the information, a report can also be made by the staff/volunteer. It is acceptable for more than one report to be made.

- I. The staff/volunteer report needs to be made to the Common Entry Point or Regional Human Service Center as soon as possible, no later than 24 hours from receiving the information. Please see attached phone numbers. Please notify your Alzheimer's Association staff supervisor/contact of the Vulnerable Adult Report on the same day the report is made to adult protection.
- J. **A record of all Vulnerable Adult Reports will be entered into the Raiser's Edge database.** This provides a record of the report to others at the Alzheimer's Association when the reporting staff/volunteer is out of the office.
- K. It can be stressful to make a vulnerable adult maltreatment report, **make time to talk** with your Alzheimer's Association staff supervisor/contact about any questions or concerns.

## Talking Points when Dealing with Vulnerable Adult Issues

### **If you are talking to someone who may have maltreated a vulnerable adult:**

- Caring for someone with dementia can be very stressful and it sounds like you may be dealing with a situation that is tough.
- It is very important to remember that the safety and comfort of the person with dementia needs to be the main goal for everyone involved in providing their care.
- It's important that you get the help and support that you need so that you can take care of yourself as well as your (person with dementia).
- Sometimes having a professional take a look at your situation to see what kinds of suggestions or support they have can be a big help. I'd like to talk to someone from your area who specializes in caring for vulnerable adults to see if we can get you some help.

### **If you are talking to someone who may, as a vulnerable adult, be maltreated:**

- Can you tell me more about what's happening that is upsetting to you? (i.e. where, when, what, who, why)
- It sounds like you and your family have been going through some tough times.
- One thing I'd like to do to help you is to talk to someone who is a professional in your area and see if they can think of any ideas to help you and your family.

### **If you are talking to someone who has witnessed or suspects potential maltreatment of a vulnerable adult:**

- It sounds like you are very concerned about your (person with dementia) and the situation that they are in now. Sometimes it's hard to know what to do to help especially when you know that it's a hard job to provide care for someone with dementia and you appreciate all the caregiver has been trying to do.
- It is very important to remember that the safety and comfort of the person with dementia needs to be the main goal for everyone involved.

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- Sometimes when a person who is trying to take care of them gets too overwhelmed, it's hard for them to see what is best or to ask for the help they may need.
- It can be very helpful to have someone who is a professional take a look at the situation and offer suggestions about what to do. There are professionals who specialize in working with vulnerable adults and they can often offer ideas and support to families about how to cope with stressful times and how to best provide for the safety and care of the person with dementia.
- The situation that you are describing is one that I think really should be looked into further so the person with dementia can be given the care that they need and be safe and comfortable. I'd like to give you the number of the agency in your area that provides help with situations such as yours.

## **If you are talking to someone who has witnessed or suspects potential maltreatment of a vulnerable adult:**

- I think that the best way for you to help your (person with dementia) is to make that phone call and just tell them the same things that you've told me about your concerns. If you feel uncomfortable giving them your name, you can call anonymously and I can also make a phone call.
- Making the phone call doesn't mean that you are judging the person who is providing care to your (person with dementia). It means that you are getting them the help that they need and you want to make sure that your (person with dementia) is safe and comfortable and well cared for. The professionals who specialize in working with vulnerable adults are there to help families. Sometimes when you're too close to a situation, it's hard for you to see what options are available and so by having the professionals take a look, they can offer suggestions and resources to help.

## **If the person "begs you not to report":**

- It's evident that you care very deeply for your (person with dementia) and you want to make sure that they are well taken care of. That's my goal too – and it's important to keep their safety, comfort and well-being as our focus.
- By contacting the professionals who work with vulnerable adults, it's important to think of it as our reaching out for help and support and information – which is what they are there for.
- They are not there to judge or punish but to take a good look at the situation and offer suggestions about how best to provide for the safety and comfort and well-being of the person with dementia.
- Because it is my responsibility to make a report whenever I think there may be even the potential for someone to be unsafe or a danger to themselves or others, I need to make a phone call.

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- I do want to reassure you that I can discuss your concerns with the professional at the agency when I make my report and ask them to be very thoughtful and careful when talking to others.

## **Web addresses:**

### **Minnesota Listing of Common Entry Points:**

<http://www.mnaging.org/seniors/vulnerableadults/cepd.html>

### **North Dakota Listing of Human Service Centers:**

<http://www.state.nd.us/humanservices/locations/regionalhsc/>

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County	Phone Statewide (Day) 1-800-882-6262 (Minnesota Board on Aging)	
	DAY	EVENING/WEEKEND
<b>AITKIN</b>	(218) 927-3744 (800) 328-3744	(218) 927-2138 Sheriff's Dept.
<b>ANOKA</b>	(763) 422-7168	(612) 291-4680 Red Cross
<b>BECKER</b>	(701) 235-3620	(701) 235-3620
<b>BELTRAMI</b>	(218) 759-4223	(218) 751-9111 Law Enforcement
<b>BENTON</b>	(320) 968-5087	(320) 968-7201 Sheriff's Dept.
<b>BIG STONE</b>	(320) 839-3558	(320) 839-3558
<b>BLUE EARTH</b>	(507) 304-4319 Vulnerable adult, child protection (507) 304-4335 Financial concerns	(507) 625-9034
<b>BROWN</b>	(507) 354-8246	(507) 233-6720 Sheriff's Dept.
<b>CARLTON</b>	(218) 879-4511 (800) 818-4511	(218) 384-4185 Sheriff's Dept.
<b>CARVER</b>	(952) 361-1600	(952) 291-4680 Red Cross
<b>CASS</b>	(218) 547-1340	(218) 547-1424
<b>CHIPPEWA</b>	(320) 269-6401	(320) 269-2121 Sheriff's Dept.
<b>CHISAGO</b>	(651) 213-0324	
<b><u>CLAY</u></b>	(701) 235-3620	(701) 235-3620
<b>CLEARWATER</b>	(218) 694-6226	(218) 694-6226 Sheriff's Dept.
<b>COOK</b>	(218) 387-3000	(218) 387-3030 Law Enforcement
<b>COTTONWOOD</b>	(507) 831-1891	(507) 831-1375 Sheriff's Dept.
<b>CROW WING</b>	(218) 824-1140	(218) 829-4749 Law Enforcement

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<b>DAKOTA</b>	(651) 554-6000	(952) 891-7171 Crisis Line
<b>DODGE</b>	(507) 635-6170	(507) 625-6200 Sheriff's Dept.
<b>DOUGLAS</b>	(320) 762-8151	(320) 762-8151 Law Enforcement
<b>FARIBAULT</b>	(507) 526-3265	(507) 526-3265
<b>FILLMORE</b>	(507) 765-2175	(507) 765-3874 Sheriff's Dept.
<b>FREEBORN</b>	(507) 377-5400	(507) 377-3081 bkup: (507) 373-2940
<b>GOODHUE</b>	(651) 385-3232	(612) 385-3155 Sheriff's Dept.
<b>GRANT COUNTY</b>	(218) 685-5303	(218) 685-5303
<b>HENNEPIN</b>	(612) 348-8526	(612) 348-8526
<b>HOUSTON</b>	(507) 725-5811	(507) 725-3379 Sheriff's Dept.
<b><u>HUBBARD</u></b>	(218) 732-1451	(218) 732-3331 Law Enforcement
<b>ISANTI</b>	(763) 689-8146	(763) 689-2141 Sheriff's Dept.
<b>ITASCA</b>	(218) 327-2941	(218) 327-2941
<b>JACKSON</b>	(507) 847-4000	(507) 847-4420 Sheriff's Dept.
<b>KANABEC</b>	(320) 679-6350	(320) 679-2141 Sheriff's Dept.
<b>KANDIYOHI</b>	(320) 231-6232	(320) 235-2244 Sheriff's Dept.
<b>KITTSOON</b>	(800) 422-0863	(800) 422-0863
<b>KOOCHICHING</b>	(218) 283-7000	(218) 283-4416 Law Enforcement
<b>LAC QUI PARLE</b>	(320) 598-3720	(320) 598-3720
<b>LAKE</b>	(218) 834-8401	(218) 834-8385 Sheriff's Dept.
<b>LAKE OF THE WOODS</b>	(218) 634-2642	(218) 634-1143 Law Enforcement

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<b>LE SUEUR</b>	(507) 357-2251	(507) 357-2251
<b>LINCOLN</b>	(507) 694-1452	(507) 694-1664 Sheriff's Dept.
<b>LYON</b>	(507) 537-6747	(507) 537-7000 Sheriff's Dept.
<b>MAHNOMEN</b>	(218) 935-2568	(218) 935-2255 Sheriff's Dept.
<b>MARSHALL</b>	(218) 745-5411	(218) 745-5411
<b>MARTIN</b>	(507) 526-3265	(507) 238-4481 Law Enforcement
<b>MC LEOD</b>	(320) 864-3144	(320) 864-3134 Sheriff's Dept.
<b>MEEKER</b>	(320) 693-5300	(320) 693-5400 Law Enforcement
<b>MILLE LACS</b>	(320) 983-8208	(320) 983-8257 Sheriff's Dept.
<b>MORRISON</b>	(320) 632-2951	(320) 632-9233 Sheriff's Dept.
<b>MOWER</b>	(507) 437-9700	(507) 437-9400 LEC Dispatch
<b>MURRAY</b>	(507) 837-6144	(507) 836-6168 Sheriff's Dept.
<b>NICOLLET</b>	(507) 931-6800 (800) 247-5044	(507) 931-1570 Sheriff's Dept.
<b>NOBLES</b>	(507) 372-2157	(507) 372-2136 Law Enforcement
<b>NORMAN</b>	(218) 784-5400	(800) 422-0863 NW Med. Ctr.
<b><u>OLMSTED</u></b>	(507) 285-7009	(507) 281-6248 Crisis Receiving Unit
<b>OTTER TAIL</b>	(218) 739-4491	(218) 739-3575 Law Enforcement
<b>PENNINGTON</b>	(218) 683-4350	(218) 683-4350
<b>PINE</b>	(800) 450-7263	(800) 629-3930 Sheriff's Dept.
<b>PIPESTONE</b>	(507) 825-6700	(507) 825-6700
<b>POLK</b>	(218) 281-3127	(218) 281-0431

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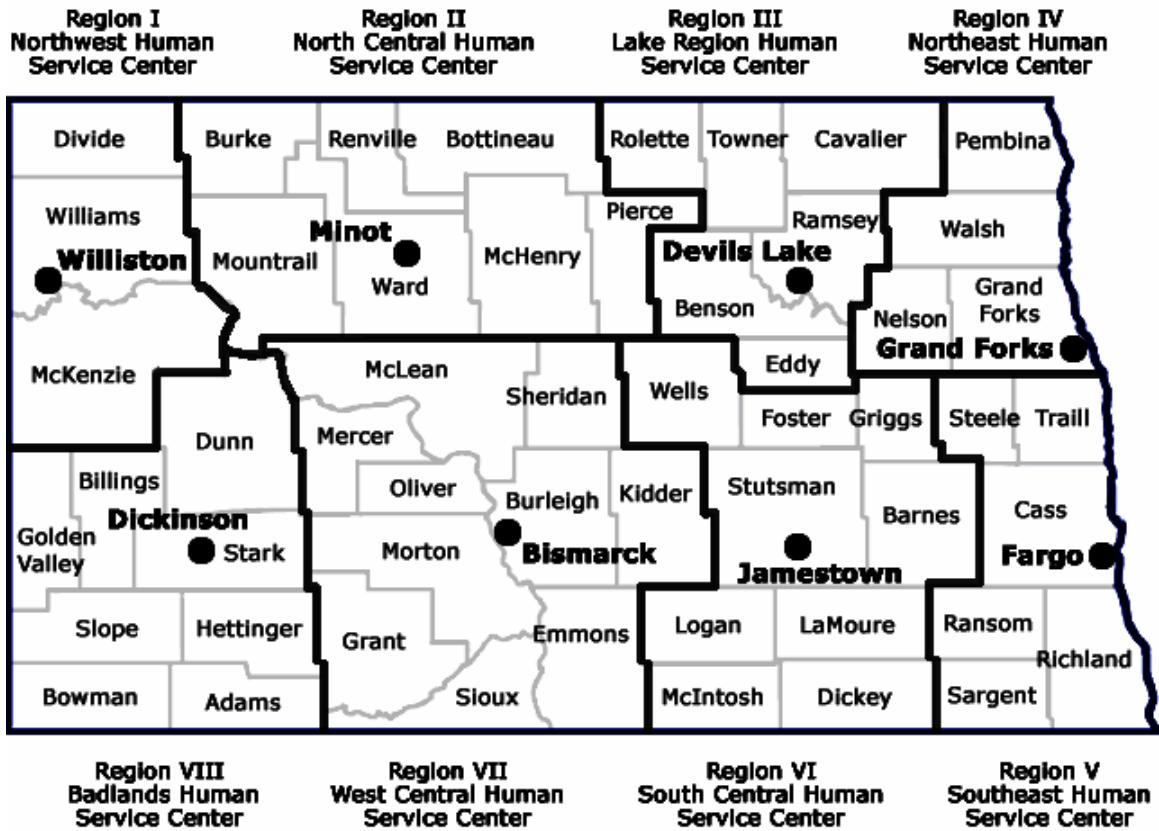
		Law Enforcement
<b>POPE</b>	(320) 634-5750	(320) 634-5411 Sheriff's Dept.
<b>RAMSEY</b>	(651) 266-4012	(651) 291-6795 Red Cross
<b>RED LAKE</b>	(218) 253-4131	(218) 253-2996 Sheriff's Dept.
<b>REDWOOD</b>	(507) 637-4050	(507) 637-4036 Sheriff's Dept.
<b>RENVILLE</b>	(320) 523-1161	(320) 523-1161
<b>RICE</b>	(507) 332-6115	(800) 422-1286
<b>ROCK</b>	(507) 283-5070	(507) 283-5000 Sheriff's Dept.
<b>ROSEAU</b>	(218) 463-2411	(218) 463-1421 Law Enforcement
<b>SCOTT</b>	(952) 445-7751	(651) 291-4680 Red Cross
<b>SHERBURNE</b>	(763) 241-2600	(763) 241-2604 or (763) 241-2500 Sheriff's Dept.
<b>SIBLEY</b>	(507) 237-4035	(507) 237-4035
<b>ST. LOUIS</b>	(218) 726-2164 (800) 450-9777	(218) 726-2164 (877) 474-4392
<b>STEARNS</b>	(320) 656-6000	(320) 656-6000
<b>STEELE</b>	(507) 444-7500	(507) 451-8232 Law Enforcement
<b>STEVENS</b>	(320) 589-7400	(320) 589-1155 Sheriff's Dept.
<b>SWIFT</b>	(320) 843-3160	(320) 843-3133 Law Enforcement
<b>TODD</b>	(320) 732-4500	(320) 732-2157

		Law Enforcement
<b>TRAVERSE</b>	(320) 563-4244	(320) 563-4244
<b>WABASHA</b>	(651) 565-3351	(651) 565-3361 Sheriff's Dept.
<b>WADENA</b>	(218) 631-7605	(218) 631-7600 Sheriff's Dept.
<b>WASECA</b>	(507) 835-0560	(507) 835-0510 Sheriff's Dept.
<b>WASHINGTON</b>	(651) 430-6484	(651) 291-6795 Red Cross
<b>WATONWAN</b>	(507) 375-3294	(507) 375-3121 Law Enforcement
<b>WILKIN</b>	(218) 643-8013	(218) 643-8544 Sheriff's Dept.
<b>WINONA</b>	(507) 457-6200	(507) 457-6368 Law Enforcement
<b>WRIGHT</b>	(763) 682-7400	(763) 490-8569
<b>YELLOW MEDICINE</b>	(320) 564-2211	(320) 564-2130 Sheriff's Dept.

Retrieved 10/27/05 from: <http://www.mnaging.org/seniors/vulnerableadults/cepd.html>

Last updated: October 27, 2005

**NORTH DAKOTA**



**Human Service Center Contacts:**

Williston	701-774-4600	800-231-7724
Minot	701-857-8500	888-470-6968
Devils Lake	701-665-2200	888-607-8610
Grand Forks	701-795-3000	888-256-6742
Fargo	701-298-4500	888-342-4900
Jamestown	701-253-6300	800-260-1310
Bismarck	701-328-8888	888-328-2662
Dickinson	701-227-7500	888-227-7525

North Dakota Senior Info Line

**1-800-451-8693**

[www.ndseniorinfo.com](http://www.ndseniorinfo.com)

Retrieved 10/04/05 from:

<http://www.state.nd.us/humanservices/locations/regionalhsc/>



## Alzheimer's Association Minnesota – North Dakota Statement of Confidentiality

While serving as a volunteer for the Alzheimer's Association, I promise to uphold the principles of ethics set forth by the Association and never disclose information about a client or family member.\* This information includes the identity of the client or family member and their related records or materials. If information is exchanged with Alzheimer's Association staff, it will be on a need-to-know basis and only include facts and never involve gossip or hearsay. At no time will I discuss a client or family member's situation in public or private circumstances.

*\* The only exception is when you suspect maltreatment of a vulnerable adult. If you suspect maltreatment you are to follow the Alzheimer's Association Minnesota – North Dakota's Vulnerable Adult Reporting Policy and Procedures (see document).*

## Alzheimer's Association Minnesota – North Dakota Vulnerable Adult Reporting Policy and Procedures Agreement

Due to the nature of the services provided by the Alzheimer's Association Minnesota – North Dakota, people receiving services may be categorically vulnerable. It is the policy of the Alzheimer's Association Minnesota – North Dakota that **all staff and volunteers report suspected maltreatment of vulnerable adults** to the Common Entry Point (MN) or Regional Human Service Center (ND), as deemed appropriate through the policy's procedural process (see document).

As a volunteer for the Alzheimer's Association Minnesota – North Dakota chapter, I agree to comply with the Alzheimer's Association Minnesota – North Dakota Vulnerable Adult Reporting Policy and Procedures by reporting suspected maltreatment of vulnerable adults to the appropriate authority.

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This signature reflects I understand and agree to comply with the statements above:

\_\_\_\_\_  
Signature of Support Group Facilitator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Support Group Coordinator

\_\_\_\_\_  
Date