What is Abuse?

Abuse is physical harm or threat of physical pain or injury. Abuse can also be verbal and/or sexual.

Examples:

- Scratching, punching, biting, hair pulling, strangling or kicking.
- Threats of physical harm, yelling or name calling.
- Forces unwanted intimate or sexual acts.
- Restricts access to money, telephone calls, contact with family, or prevents leaving home or bedroom.

What is Neglect?

Neglect is the failure to provide necessities of life such as food, water, shelter, medications or lack of help with meeting basic needs (bathing, dressing, etc.).

Examples:

- Does not provide access to life necessities such as food and water.
- Does not assist with bathing, dressing or getting in/out of bed.
- Does not provide safe housing.
- Does not help access or administer medications.

What is Exploitation?

Exploitation is the illegal use or wasting of money, property or other assets of a protected person who is physically or mentally unable to make decisions or care for themselves or is under age 18.

Examples:

- Uses a credit/debit card to buy items for themselves without permission.
- Asks for payment of their bills: car payment, rent, utilities, etc.
- Steals money, checks, debit card, medication or Electronic Benefits Transfer (EBT) card.
- Asks for meals, new tires for their car or other financial gifts.
- Asks for signed paperwork or other legal documents for a bank or lawyer (will, power of attorney, mortgage or loan, etc.).

Who Do I Call?

Experiencing harm in any way can be hard to talk about. If you or someone you know is a victim, it is important to:

- Let someone know and ask for help.
- Tell a friend, family member or your provider and call West Virginia Centralized Intake to report abuse, neglect or exploitation.

To report abuse, neglect or exploitation call:
West Virginia Centralized Intake
1-800-352-6513

What information does West Virginia Centralized Intake need when I call?

- Demographic information of the victim(s).
- Type of abuse or neglect suspected.
- If the victim is in imminent danger.
- Location of the victim and caregivers.
- Is there a protective caregiver present?
- Does the alleged perpetrator have access to the victim?
- General functioning of victim and caregivers.
- Any safety threats for first responders.

Your Safety is Important!

West Virginia Bureau of Senior Services
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Charleston, WV 25305
Phone: 304-558-3317
Fax: 304-558-6647
www.wvseniorservices.gov

WEST VIRGINIA Department of Health & Human Resources
BUREAU FOR MEDICAL SERVICES

This document was developed by the Home and Community-Based Waiver Programs and the Aged and Disabled Waiver Quality Improvement Council.

West Virginia Department of Health and Human Resources

Bureau for Medical Services

How to Report Abuse, Neglect and Exploitation

1-800-352-6513