



CHICAGO PARK DISTRICT

Adult Protective Services Policy

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Introduction

The Chicago Park District (“Park District”) is committed to ensuring that all of its participants are engaged in safe programming. The Park District takes abuse and neglect of Vulnerable Adults seriously.

All Park District Employees are Mandated Reporters as provided by Illinois law and are required by law to report suspected abuse, neglect, self-neglect, or financial exploitation of Vulnerable Adults to the Illinois Department of Aging’s Adult Protective Services hotline.

If any Employee has reason to believe that a Vulnerable Adult, who because of a disability or other condition or impairment and is unable to seek assistance for themselves, has, within the previous 12 months, been subjected to abuse, abandonment, neglect, self-neglect, or financial exploitation, the Employee shall, **within 24 hours after developing such belief**, report this suspicion to the **24-hour Adult Protective Services Hotline: 1-866-800-1409**.

Failure to report suspected instances of abuse, neglect, or financial exploitation to the Adult Protective Services hotline constitutes a Class A misdemeanor.

Simply reporting suspicions to a supervisor does not satisfy an Employee’s legal obligation as a Mandated Reporter under Illinois’ Adult Protective Services Act. Employees must report suspected instances of abuse, neglect, or financial exploitation to the Department of Aging’s Adult Protective Services hotline.

While reports can be made anonymously by other individuals who are not Park District Employees to the Department of Aging, **Park District employees cannot provide anonymous reports as it will not count towards fulfilling their Mandated Reporter duty**. All Park District employees must provide their name and contact information in their report for it to count towards fulfilling their duty as a Mandated Reporter.

Under the Adult Protective Services Act (a state law), people who in good faith report suspected abuse, neglect, exploitation, self-neglect or cooperate with an investigation are immune from criminal or civil liability or professional disciplinary action.

Definitions

"Abandonment" means the desertion or willful forsaking of a Vulnerable Adult by an individual responsible for the care and custody of that adult under circumstances in which a reasonable person would continue to provide care and custody.

"Abuse" means causing any physical, mental or sexual injury to a Vulnerable Adult, including exploitation of such adult's financial resources, and abandonment.

"Confinement" means restraining or isolating a person for other than medical reasons.

"Emotional Abuse" means verbal assaults, threats of abuse, harassment, or intimidation so as to compel the person to engage in conduct from which they have a right to abstain or to refrain from conduct in which the person has a right to engage.

"Financial exploitation" means the use of a Vulnerable Adult's resources by another to the disadvantage of that adult or the profit or advantage of a person other than that adult.

"Physical Abuse" means causing the infliction of physical pain or injury to a person.

"Sexual Abuse" means touching, fondling, or any other sexual activity with a person when the person is unable to understand, unwilling to consent, threatened, or physically forced.

"Employee" means a person who works for the Park District, whether full-time, part-time, year-round, or seasonally.

"Vulnerable Adult" means a person who is affiliated with the Park District who is (a) an adult aged 60 or older; or (b) an adult with disabilities aged 18-59, and who is unable to independently seek or obtain protection from abuse, abandonment, neglect, or exploitation.

"Disability" In this instance, a disability includes a physical or mental disability, including, but not limited to, a developmental disability, an intellectual disability, a mental illness as defined under the Mental Health and Developmental Disabilities Code, or dementia as defined under the Alzheimer's Disease Assistance Act.

"Neglect" means another individual's failure to provide a Vulnerable Adult with or willful withholding from a Vulnerable Adult the necessities of life including, but not limited to, food, clothing, shelter, or health care.

"Passive Neglect" means the failure by a caregiver to provide a person with the necessities of life including, but not limited to, food, clothing, shelter, or medical care, because of failure to understand the person's needs, lack of awareness of services to help meet needs, or lack of capacity to care for the person.

“Willful Deprivation” means willfully denying assistance to a person who requires medication, medical care, shelter, food, therapeutic device, or other physical assistance, thereby exposing that person to the risk of harm.

“Park District” means the Chicago Park District.

“Self-neglect” means a condition that is the result of a Vulnerable Adult’s inability, due to physical or mental impairments, or both, or a diminished capacity, to perform essential self-care tasks that substantially threaten his or her own health, including: providing essential food, clothing, shelter, and health care; and obtaining goods and services necessary to maintain physical health, mental health, emotional well-being, and general safety.

The term includes **compulsive hoarding**, which is characterized by the acquisition and retention of large quantities of items and materials that produce an extensively cluttered living space, which significantly impairs the performance of essential self-care tasks or otherwise substantially threatens life or safety

Park District Employees are Mandated Reporters

All Park District Employees are mandated reporters as provided by Illinois law and are required by law to report suspected abuse, neglect, self-neglect, or financial exploitation of Vulnerable Adults to the Illinois Department of Aging’s Adult Protective Services hotline.

The requirement to report includes any time a mandated reporter is engaged in carrying out their professional duties.

Failure to report suspected instances of abuse, neglect, or financial exploitation to the Adult Protective Services hotline constitutes a Class A misdemeanor.

Simply reporting suspicions to a supervisor does not satisfy an employee’s legal obligation as a Mandated Reporter under Illinois’ Adult Protective Services Act.

Park District Employees Cannot Make Anonymous Reports

While reports can be made anonymously by other individuals to the Adult Protective Services hotline, **Park District employees cannot provide anonymous reports as it will *not* count towards fulfilling their mandated reporter duty.** All Park District employees must provide their name and contact information in their report for it to count towards fulfilling their duty as a mandated reporter.

Consequences for Failure to Report

Any mandated reporter required by law to report suspected abuse, neglect, or financial exploitation of Vulnerable Adults and, who willfully fails to report suspected abuse, neglect, or financial exploitation of a Vulnerable Adult, may be charged with a Class A misdemeanor.

If a mandated reporter is unsure whether a Vulnerable Adult whom they suspect is being mistreated is able to self-report, the Illinois Department on Aging encourages the reporter to make a voluntary report of the situation. Voluntary reporting is strongly recommended in all cases of adult abuse. Voluntary reports are handled the same way as mandated reports.

Steps to Take When an Employee Suspects Abuse or Neglect of a Vulnerable Adult

1. If Someone is in Immediate Danger or Requires Immediate Medical Assistance, Call 911

If an Employee suspects that a Vulnerable Adult is in immediate danger (suspects that they are at risk of immediate harm or danger) or if the Vulnerable Adult has serious medical injuries, call 911 immediately. After the Vulnerable Adult has received emergency services, proceed to calling the Adult Protective Services hotline.

2. Report the Suspected Abuse/Neglect to the Adult Protective Services Hotline

An Employee is required to file a report within 24 hours by calling the Adult Protective Services Hotline (1-866-800-1409) if the Employee has reason to believe that a Vulnerable Adult, who because of a disability or other condition or impairment is unable to seek assistance for themselves, has been subjected to abuse, abandonment, neglect, or financial exploitation within the previous 12 months.

Employees must be prepared to answer the following questions to the best of their ability while making the report:

- The alleged victim's name, address, telephone number, sex, age, and general condition;
- The alleged abuser's name, sex, age, relationship to victim and condition;
- The circumstances which lead the Employee to believe that alleged victim is being abused;
- Whether the alleged victim is in immediate danger, the best time to contact the person, if he or she knows of the report, and if there is any danger to the case worker going out to investigate;
- Whether the reporter believes the alleged victim could make a report themselves;
- The name, telephone number, and profession of the reporter;
- The names of others with information about the situation; and,
- Any other relevant information.

Even if the Employee does not have all the above information, the call should be made with as much information as possible. It is very important to provide information about the alleged abuser.

Reports cannot be made anonymously by Employees. Employees are mandated reporters; filing an anonymous report does not fulfil a Mandated Reporters' requirement as provided under the law.

While Employees are required to provide their name and information when making a report, the Employee's identity will remain confidential unless the Employee provides a written consent for release or there is a court order.

Employees who make a report to Adult Protective Services should work with their supervisors and Park District Security to determine whether additional support is needed for staff in each situation.

3. File a Report with the Office of Prevention and Accountability.

Within 24 hours of filing a report with Adult Protective Services, the Employee must file a report by emailing or calling the Office of Protection and Accountability ("OPA"). The Employee must provide:

1. Employee's name
2. The agency that was assigned to the case
3. The name of the involved Vulnerable Adult
4. A brief overview of the suspected abuse or neglect.

Depending on the circumstances of the case, OPA may conduct a separate investigation.

OPA can be reached at OPA@ChicagoParkDistrict.com or 312-742-5OPA (312-742-5672). OPA will log all reports received from Employees and will provide guidance if the reporting Employee needs to take any additional steps.

What Happens After a Report is Made to the Adult Protective Services Hotline

Report is transferred to a local agency. After a call is placed to the hotline, the information provided by the Employee will be transferred to one of the local Chicago Adult Protective Services provider agencies for follow-up. The provider agency will make a follow-up call to the Employee to gather any additional information available. The provider may then reach out to others with information before initiating a face-to-face visit with the alleged victim. All Adult Protective Services caseworkers are trained and certified by the Department of Aging.

Visits. Depending on the nature and seriousness of the allegations, a trained caseworker will make an unannounced face-to-face contact with the alleged victim within the following time frames:

- 24 hours for life-threatening situations
- 72 hours for most neglect and non life-threatening physical abuse reports

- 7 calendar days for most financial exploitation and emotional abuse reports.

Assessment. The caseworker has 30 days to do a comprehensive assessment both to determine if the individual has been mistreated and to determine their needs for services and interventions. If the abuse or neglect is substantiated (meaning, it was determined that abuse or neglect occurred), the caseworker involves the Vulnerable Adult in the development of a case plan to alleviate the situation.

The caseworker always attempts to utilize the least restrictive alternatives that will allow the Vulnerable Adult to remain independent to the highest degree possible. Alternatives might include in-home care, adult day services, respite, health services, and services such as counseling. Other interventions might include an order of protection, obtaining a representative payee, having the individual change or execute a new power of attorney for financial or health decisions, or assisting the person in obtaining other legal remedies. In some cases, services for the abuser are also obtained, including mental health, substance abuse, job placement or other services related to their needs.

Where a person has dementia or another form of cognitive impairment, the Adult Protective Services Program works to assess the situation and to provide services, as needed. In some cases, the Adult Protective Services Provider Agency petitions the court for guardianship in order to ensure that the person's needs are met. Guardianship and/or alternative long-term care residential services are always the last resort.

Follow-up. The caseworker may keep the case open 15 months from the date of intake to monitor the situation and to continually reassess the need for different interventions. Where the caseworker judges that the best interests, safety and well-being of the Vulnerable Adult require further follow-up service, the case may stay open for up to an additional 12-month period. If subsequent reports of abuse are received and substantiated, the case may be kept open even longer.

After speaking with the victim, the case worker will determine what services are most appropriate to stop the abuse, neglect, exploitation and/or self-neglect. Those services may include:

- in-home or other health care;
- nutrition services;
- adult day services;
- respite care for the caregiver;
- housing assistance;
- financial or legal assistance and protections, such as representative payee, direct deposit, trusts, order of protection, civil suit or criminal charges;
- counseling referral for the victim and the abuser;
- when needed, guardianship proceedings or long-term care placement;
- emergency responses for housing, food, physical and mental health services.

Signs of Abuse, Neglect, or Financial Exploitation

While the following do not necessarily signify abuse, neglect or financial exploitation, they may be important indicators in helping to assess the adult's situation. **An Employee needs only to suspect that abuse of a Vulnerable Adult may be occurring;** the Adult Protective Services Agencies will conduct an investigation to determine if that is the case. Even when the allegation is not substantiated, the report may enable the Vulnerable Adult to become aware of services for which they are eligible.

Physical Indicators of Abuse

- Injuries that have not been properly treated;
- Injuries incompatible with explanatory statements;
- Cuts, lacerations or puncture wounds;
- Bruises, welts, discoloration, especially bilateral or multiple in various stages of healing;
- Dehydration, malnourishment or weight loss without medical explanation;
- Pallor or poor skin hygiene;
- Sunken eyes or cheeks;
- Evidence of inadequate care, such as improperly treated bedsores;
- Eye problems, retinal detachment;
- Pulled out hair;
- Soiled clothing or bed, left in own waste;
- Burns such as by cigarettes, acids or ropes;
- Locked in room; tied to furniture or toilet;
- Broken bones.

Financial Indicators of Abuse

- Unpaid bills when income is adequate;
- Food, clothing and care needs not met;
- Overcharged for rent or services;
- Personal loans not repaid;
- Complaints of theft of property, medications or money;
- Missing checks, jewelry or other valuables;
- Power of attorney unnecessarily executed;
- Suspicious changes in titles to property;
- Caregiver overly concerned with person's money;
- Promises of lifelong care in exchange for assets;
- ATM transactions by homebound adult;
- Utility shut-offs or threats of shut-offs;
- Large telephone bills run up by caregiver;
- Checks for food, etc., written over amount needed;
- Large or unusual bank transactions.

Family and Caregiver Indicators of Abuse

- Indifference or hostility to the Vulnerable Adult;
- Excessive blaming of the Vulnerable Adult;
- Problems with alcohol or drugs;
- Previous history of violence;
- Failure to comply with the care plan;
- Social isolation of the Vulnerable Adult;
- Withholding of affection;
- Conflicting accounts of incidents;
- Threats and intimidation of the Vulnerable Adult.

Behavioral Indicators of Abuse

- Withdrawn, depressed, resigned, helpless;
- Hesitates to talk openly;
- Gives implausible stories about injuries or events;
- Denies problems;
- Appears fearful of caregiver or family member;
- Has lost touch with family and friends other than caregiver or alleged abuser

Self-Neglect

Some adults lack the capacity to care for themselves which may substantially threaten their own health. The term self-neglect includes compulsive hoarding which significantly impairs the performance of essential self-care tasks or otherwise substantially threatens life or safety. These adults should be reported to the Adult Protective Services Hotline for attention.

Resources

- **24-hour Adult Protective Services Hotline: 1-866-800-1409**
- **Illinois Department of Aging Website:**
<https://ilaging.illinois.gov/protectionadvocacy/abuse.html>
- **Chicago Park District Office of Prevention and Accountability:**
OPA@ChicagoParkDistrict.com
312-742-5OPA (312-742-5672)
<https://www.chicagoparkdistrict.com/OPA>
- **Chicago Park District Security: 312-747-2193**
- **Chicago Park District Employee Assistance Program: 877-215-6614**

CHICAGO PARK DISTRICT

Adult Protective Services – Mandated Reporting

1. CALL 911 FOR IMMEDIATE DANGER OR MEDICAL ASSISTANCE

If an Employee determines that a Vulnerable Adult is in immediate danger or has serious medical injuries, call 911 immediately.

2. REPORT THE SUSPECTED ABUSE/NEGLECT TO THE ADULT PROTECTIVE SERVICES HOTLINE

Employees who believe that a Vulnerable Adult has been subjected to abuse, abandonment, neglect, or financial exploitation must report this suspicion to the 24-hour Adult Protective Services Hotline: **1-866-800-1409**.

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3. FILE A REPORT WITH THE OFFICE OF PREVENTION AND ACCOUNTABILITY

Within 24 hours of filing a report with Adult Protective Services, the Employee must file a report by emailing or calling the Office of Protection and Accountability at **OPA@ChicagoParkDistrict.com** or **312-742-5OPA (312-742-5672)**. The Employee must provide:

- Employee's name
- The agency that was assigned to the case
- The name of the involved Vulnerable Adult
- A brief overview of the suspected abuse or neglect.

OPA will log all reports and will provide guidance if the reporting Employee needs to take any additional steps.

Please refer to the Chicago Park District's Adult Protective Services Policy for additional details.

