

**Health Facilities Licensing & Certification (HFL&C)**  
**4501 Business Park Blvd., Suite 24, Bldg. L**  
**Anchorage, AK 99503**  
**(907) 334-2483**

**ABUSE IN NURSING HOMES - WHAT TO DO**

All residents have the right to be free from abuse by anyone in their nursing home. This includes any kind of abuse from staff members, other residents, volunteers, family, friends, or any other individual. There are different kinds of abuse.

**PHYSICAL ABUSE** includes hitting, striking, pinching, slapping, shaking, pushing, grabbing, handling in a rough manner, or injuring someone in another way. It also includes prolonged, excessive, inappropriate, or unauthorized use of physical restraints or drugs used to control your behavior.

**VERBAL ABUSE** includes name calling, yelling, swearing, frightening, belittling, intimidating, or threatening someone.

**SEXUAL ABUSE** includes sexual contact, sexual harassment, sexual coercion, and sexual assault. There should NEVER be sexual contact between a staff member and residents.

**EMOTIONAL ABUSE** includes belittling, causing fear or shame, threatening to punish residents for their behavior, threat of eviction, or encouraging a resident to pay for favors or attention. It may also include encouraging you to purchase gifts that you do not want to buy.

**FINANCIAL ABUSE** includes theft of property or money and misappropriation of personal funds, such as charging for items of service included in the daily rate or for items or services you did not request.

**NEGLECT** includes being ignored or being treated with indifference, not receiving basic medical or personal care (such as assistance with personal hygiene, adequate food, liquids, shelter, and clothing) and protection from health and safety hazards.

**ISOLATION** includes involuntary seclusion, being prevented from meeting with visitors, or not having privacy with regard to telephone calls or mail.

If you believe that you or another resident is being abused, you should immediately tell the nursing home administrator and contact either the Office of Health Facilities Licensing & Certification, the Long Term Care Ombudsman, or Adult Protective Services. The nursing home must thoroughly investigate any alleged abuse and must

report any alleged abuse to the Office of Health Facilities Licensing & Certification. In addition, they must report any "unusual occurrence" which threatens the welfare, health or safety of residents to the Office of Health Facilities Licensing & Certification within 24 hours of the occurrence. You may also want to call the police department if there has been physical or sexual abuse or other serious crimes.

## **CONTACT INFORMATION:**

### **Health Facilities Licensing & Certification**

Department of Health & Social Services  
Division of Health Care Services  
4501 Business Park Blvd., Suite 24, Bldg. L  
Anchorage, Alaska 99503

TELEPHONE: 907-334-2483

FAX: 907-334-2682

### **Adult Protective Services:**

#### **How to make a Report of Harm on a vulnerable adult:**

- You may call to report suspected abuse of a vulnerable adult to 1-800-478-9996 (in state only) or 907-269-3666.
- You may fax the Report of Harm form to 907-269-3648.
- You may complete the Report of Harm form on-line and submit it electronically.
- You may email a Report of Harm to [hss.aps@alaska.gov](mailto:hss.aps@alaska.gov)

### **State Ombudsman**

State of Alaska Office of the Long Term Care Ombudsman  
The Trust Authority Building  
3745 Community Park Loop, Ste 200  
Anchorage, Alaska 99508

TELEPHONE: (907) 334-4480

TOLL FREE: 1-800-730-6393

FAX: (907) 334-4486

[www.akoltco.org](http://www.akoltco.org)