

Abuse, neglect,
exploitation and
human trafficking
provider training

Agenda

- Introduction
- Physical abuse
- Signs and symptoms of physical abuse
- Sexual abuse
- Signs and symptoms of sexual abuse
- Emotional/psychological abuse
- Signs and symptoms of emotional/psychological abuse
- Neglect
- Signs and symptoms of neglect
- Abandonment
- Signs and symptoms of abandonment
- Financial or material exploitation
- Signs of financial or material exploitation
- Reporting abuse
- Human sex trafficking
- Signs of adult sex trafficking
- Signs of child sex trafficking
- Human labor trafficking
- Signs of human labor trafficking
- Reporting human trafficking

Introduction

As part of our new Statewide Medicaid Managed Care Managed Medical Assistance contract, all direct-service providers are required to complete abuse, neglect and exploitation training to identify victims in human trafficking.

You, as a health care professional, can make a difference in the lives of thousands of victims by understanding the different forms of abuse, neglect, exploitation and human trafficking amongst our communities.

This training will provide guidance on what signs and symptoms to look for when interacting with members and how to report any concerns or findings that will help provide potential victims the resources they need.

Physical abuse

Physical abuse is defined as the use of physical force that may result in bodily injury, physical pain or impairment.

Physical abuse may include but is not limited to such acts of violence as:

Striking (with or without an object)	Hitting
Pushing	Shoving
Slapping	Burning
Pinching	Beating
Shaking	Kicking

Inappropriate use of drugs and physical restraints, force-feeding and physical punishment of any kind also are examples of physical abuse.

Signs and symptoms of physical abuse

Signs and symptoms of physical abuse include but are not limited to:

Bruises	Open wounds	Broken eyeglasses/frames	Black eyes
Cuts	Physical signs of being subjected to punishment	Welts	Punctures
Signs of being restrained	Lacerations	Untreated injuries in various stages of healing	Laboratory findings of medication overdose or under utilization of prescribed drugs
Rope marks	Open wounds	Report of being hit, slapped, kicked or mistreated	Bone fractures
Sprains	Sudden changes in behavior	Broken bones	Dislocations
Skull fractures	Internal injuries/bleeding	The caregiver's refusal to allow visitors to potential victim	

Sexual abuse

Sexual abuse is defined as nonconsensual sexual contact of any kind. Sexual contact with any person incapable of giving consent is also considered sexual abuse.

It includes but is not limited to unwanted touching, all types of sexual assault or battery, such as rape, sodomy, coerced nudity and sexually explicit photographing.

Signs and symptoms of sexual abuse

Signs and symptoms of sexual abuse include but are not limited to:

Bruises around the breasts or genital areas

Unexplained venereal disease or genital infections

Unexplained vaginal or anal bleeding

Torn, stained or bloody underclothing

A report of being sexually assaulted or raped

Emotional/psychological abuse

Emotional or psychological abuse is defined as the infliction of anguish, pain or distress through verbal or nonverbal acts.

Emotional/psychological abuse includes but is not limited to verbal assaults, insults, threats, intimidation, humiliation and harassment.

In addition, isolating a person from his/her family, friends or regular activities; giving a person the silent treatment; and enforced social isolation are examples of emotional/psychological abuse.

Signs and symptoms of emotional/psychological abuse

Signs and symptoms of emotional/psychological abuse include but are not limited to:

Being emotionally upset or agitated

Being extremely withdrawn and noncommunicative or nonresponsive

Unusual behavior usually attributed to dementia (for example, sucking, biting, rocking)

A report of being verbally or emotionally mistreated

Neglect

Neglect is defined as the refusal or failure to fulfill any part of a person's obligations or duties. Neglect may also include failure of a person who has fiduciary responsibilities to provide care for a person (for example, pay for necessary home care services) or the failure on the part of an in-home service provider to provide necessary care.

Neglect typically means the refusal or failure to provide a person with such life necessities as food, water, clothing, shelter, personal hygiene, medicine, comfort, personal safety, and other essentials included in an implied or agreed-upon responsibility to a person.

Signs and symptoms of neglect

Signs and symptoms of neglect include but are not limited to:

Dehydration, malnutrition, untreated bed sores and poor personal hygiene

Unattended or untreated health problems

Hazardous or unsafe living conditions/arrangements (for example, improper wiring, no heat or no running water)

Unsanitary and unclean living conditions (for example, dirt, fleas, lice on person, soiled bedding, fecal/urine smell, inadequate clothing)

A person's report of being mistreated

Abandonment

Abandonment is defined as the desertion of a person by an individual who has assumed responsibility for providing care or has custody.

Signs and symptoms of abandonment

Signs and symptoms of abandonment include but are not limited to:

The desertion of a person in a hospital, nursing facility or other similar institution

The desertion of a person at a shopping center or other public location

Report of being abandoned

Financial or material exploitation

Financial or material exploitation is defined as the illegal or improper use of a person's funds, property or assets.

Examples include but are not limited to:

- Cashing a person's benefit check without authorization.
- Forging a person's signature.
- Misusing or stealing a person's money or possessions.
- Deceiving a person into signing any document (for example, contracts or will).
- Improper use of guardianship or power of attorney.

Signs of financial or material exploitation

Signs and symptoms of financial or material exploitation include but are not limited to:

Sudden changes in bank account or banking practice, including an unexplained withdrawal of large sums of money by a person accompanying the victim

The inclusion of additional names on a person's bank signature card

Unauthorized ATM card withdrawals

Abrupt changes in a will or other financial documents

Unexplained disappearance of funds or valuable possessions

Forged signature for financial transactions or for the titles of his/her possessions

Sudden appearance of previously uninvolved relatives claiming their rights to a person's affairs and possessions

Unexplained sudden transfer of assets to a family member or someone outside the family

The provisions of services that are not necessary

A person's report of financial exploitation

Please report abuse

There are four ways to make a report:

Telephone	1-800-96ABUSE (22873)
Fax	1-800-914-0004
Florida Relay	711
TTY	1-800-955-8771
Web reporting	<u>https://reportabuse.dcf.state.fl.us</u>

Human sex trafficking

Human sex trafficking: The recruitment, harboring, transportation, provision or obtaining of a person for a commercial sex act in which a commercial sex act is induced by force, fraud or coercion, or in which the person induced to perform such an act has not attained 18 years of age.

Signs of adult sex trafficking

Physical signs

Multiple or recurrent STIs

Abnormally high number of sexual partners

Trauma to vagina and/or rectum

Impacted tampon in vagina

Signs of physical trauma

Somatization symptoms
(recurring headaches, abdominal pain, etc.)

Suspicious tattoos or branding

Behavioral signs

Depressed mood/flat affect

Anxiety/hypervigilance/panic attacks

Affect dysregulation/irritability

Frequent emergency care visits

Unexplained/conflicting stories

Using language from “the life”

Signs of drug or alcohol abuse

Signs of child sex trafficking

Physical signs

Pregnancy at young age

Evidence of abortions at young age

Early sexual initiation

Trauma to vagina and/or rectum

Symptoms of STIs and/or UTIs

Abnormal number of sexual partners for young age

Suspicious tattoos or branding

Behavioral signs

History of running away from home or foster care placements

Truancy/stops attending school

Highly sexualized behavior or dress

Angry/aggressive with staff

Depressed mood/flat affect

Signs of drug or alcohol abuse

Human labor trafficking

Labor trafficking: The recruitment, harboring, transportation, provision or obtaining of a person for labor or services through the use of force, fraud or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage or slavery.

Signs of human labor trafficking

Physical signs

Musculoskeletal and ergonomic injuries

Malnutrition/dehydration

Lack of routine screening and preventive care

Poor dental hygiene

Untreated skin infections/inflammations

Injuries or illness from exposure to harmful chemicals/unsafe water

Ophthalmology issues or vision complaints

Somatization

Behavioral signs

Anxiety/panic attacks (for example, shortness of breath, chest pain)

Unexplained/conflicting stories

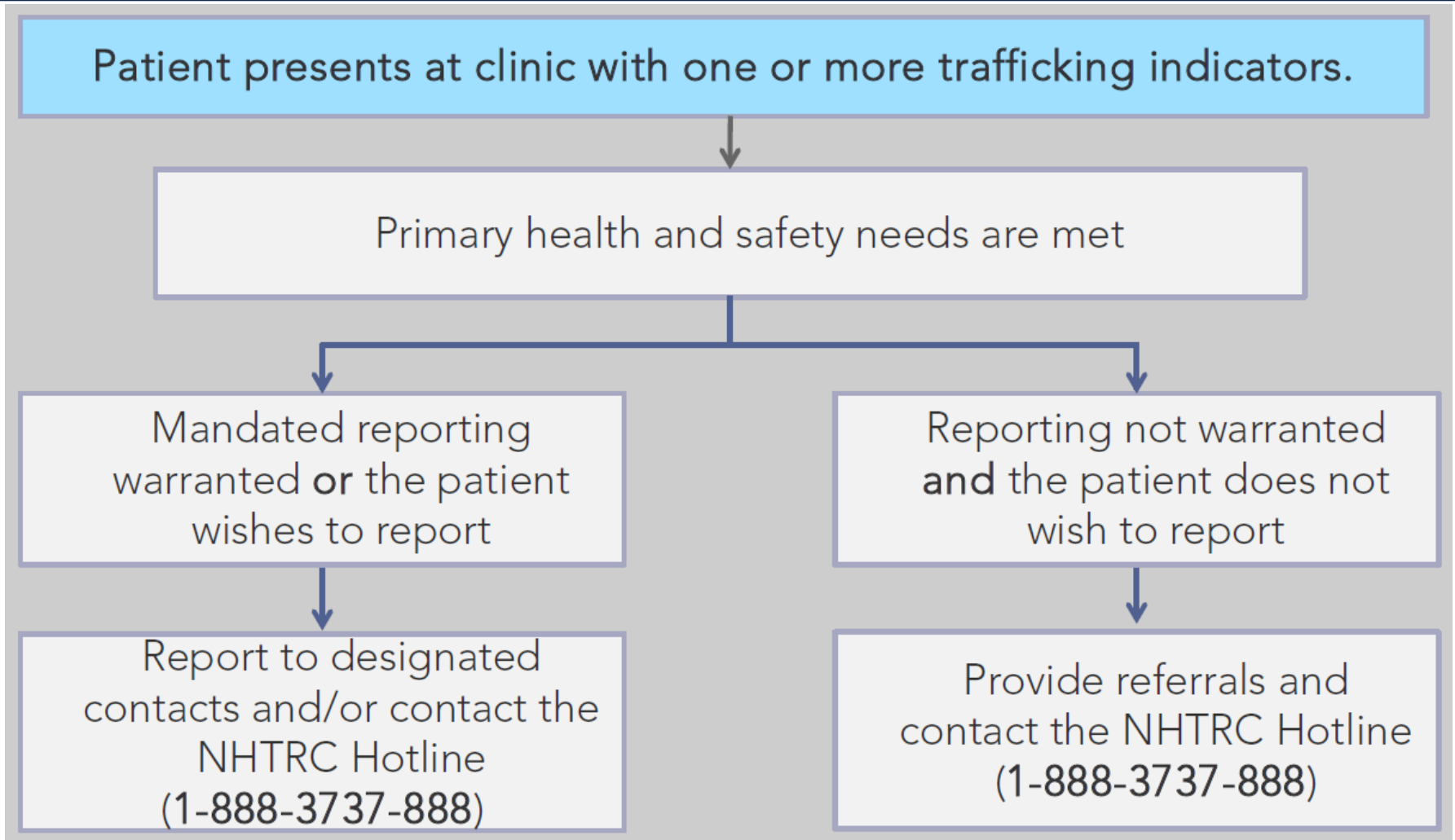
Overly vigilant or paranoid behavior

Inability/aversion to make decisions independent of employer

Inability/aversion to speak with out an interpreter

Affect dysregulation/irritability

Reporting human trafficking



References and resources

- <http://www.ncoa.org/public-policy-action/elder-justice/faqs-on-elder-abuse.html>
- <http://www.dcf.state.fl.us/programs/abuse/howtoreport.shtml>
- <http://www.iue.edu/area9/Elder-Abuse-Fact-Sheet.pdf>
- http://www.helpguide.org/mental/elder_abuse_physical_emotional_sexual_neglect.htm
- http://elderaffairs.state.fl.us/doea/docs/APS_Training_for_Professionals_2013.pdf
- http://www.ncea.aoa.gov/ncearoot/Main_Site/index.aspx
- <http://www.napsa-now.org/policy-advocacy/eja-implementation/>
- <http://gerontology.usc.edu/news-resources/news/what-is-the-elder-justice-act/>
- <https://humantraffickinghotline.org/resources/recognizing-and-responding-human-trafficking-healthcare-context>

Provider attestation

- **Provider attestation is required.**
- Please print the next slide of this presentation attesting that you have reviewed this presentation and have an understanding of the content.
- Don't forget your attestation on the next page.

Abuse, Neglect, Exploitation and Human Trafficking Provider Training Attestation

As the below provider, I attest that my practice has reviewed the *Abuse, Neglect, Exploitation and Human Trafficking* presentation.

I understand:

This presentation and attestation are yearly requirements.

Provider name: _____ ID #: _____

Address: _____

Phone: _____ Fax: _____

Signature: _____ Date: _____

Please sign and fax to [PR fax number].



Thank you

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