Signs of Abuse:
Physical signs may include cuts, puncture wounds, burns, bruises, welts, dehydration or malnutrition, poor coloration, sunken eyes or cheeks, soiled clothing or bed, or lack of necessities such as food, water or utilities.

Behavioral Signs of Abuse:
Behavioral signs may include fear, anxiety, agitation, anger, isolation, withdrawal, depression, non-responsiveness, resignation, ambivalence, contradictory statements, implausible stories, hesitation to talk openly, confusion or disorientation.

Florida has 4.36 million residents age 60 and older. (U.S. Census, 2008)

No one has the right to hit you, to treat you like a child or to humiliate you. No one has the right to take your money or to hurt you. If they respect or care about you, they’ll remember that.

Florida Alleged Mistreatments Against Elders 2008-2009 Department of Children and Families

<table>
<thead>
<tr>
<th>Type of Abuse</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Injury</td>
<td>10%</td>
</tr>
<tr>
<td>Sexual Abuse</td>
<td>1%</td>
</tr>
<tr>
<td>Neglect</td>
<td>62%</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>1%</td>
</tr>
<tr>
<td>Exploitation</td>
<td>18%</td>
</tr>
<tr>
<td>Mental Injury</td>
<td>8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>41,019</strong></td>
</tr>
</tbody>
</table>

State of Florida
Department of Elder Affairs
4040 Esplanade Way
Tallahassee, FL
32399-7000
850-414-2000

Report Elder Abuse
1-800-96-Abuse

Is in Your Hands
Elders have the right not to be yelled at and not to be threatened.

Elders have the right to control their finances and property.

**Contacts**

_Elder Abuse Hotline:_ (24-hour) 1-800-96-ABUSE (1-800-962-2873)

_Domestic Violence Hotline:_ (24-hour) 1-800-500-1119

_Elder Helpline:_ 1-800-96-ELDER (1-800-963-5337)

_Fraud Hotline:_ 1-800-378-0445

_Statewide Senior Legal Helpline:_ 1-888-895-7873

_Long-Term Care Ombudsman:_ (for those in nursing homes and assisted living facilities) 1-888-831-0404

_Consumer Services Division:_ 1-800-435-7352

_Financial Services:_ 1-800-342-2762

_National Fraud Information Center:_ 1-800-876-7060

_TDD_ (for hearing impaired) Elder Abuse Hotline number 1-800-453-5145 Elder Helpline number 1-800-955-8771

**What Is Abuse?**

**Physical Abuse:** Pushing, striking, slapping, kicking, pinching, restraining, shaking, beating, burning, hitting, shoving or other acts that can cause harm to an elder.

**Emotional or Psychological Abuse:** Verbal berating, harassment, intimidation, threats of punishment or deprivation, criticism, demeaning comments, coercive behavior or isolation from family and friends.

**Financial or Material Exploitation:** Improper use of an elder's funds, property, or assets; cashing checks without permission; forging signatures; forcing or deceiving an older person into signing a document; using an ATM/debit card without permission.

**Sexual Abuse:** Nonconsensual sexual contact of any kind including assault or battery, rape, sodomy, coerced nudity or sexually explicit photographing.

**Self-neglect:** When individuals fail to provide themselves with whatever is necessary to prevent physical or emotional harm or pain.

**EMERGENCY SERVICES**

9-1-1