



Millions of Texans are  
65 years or older or  
have a disability.

Protecting them from  
abuse, neglect, and  
financial exploitation  
is everyone's business.

**EveryonesBusiness.org**



**Report Abuse, Neglect  
or Exploitation**

**800-252-5400**

**TxAbuseHotline.org**



Texas Department of  
**Family and Protective Services**  
Adult Protective Services



**Stopping Adult Abuse  
is Everyone's Business**

**Be a champion for older Texans  
and those with disabilities.**

**EveryonesBusiness.org**





# Stopping Adult Abuse is Everyone's Business

**A**dult Protective Services (APS) investigates allegations of abuse, neglect and financial exploitation of adults with disabilities or who are 65 or older. When APS confirms an allegation, it arranges services to try to address the problem.

Many older people and those with disabilities live alone or depend on others for care. This can put them at risk for abuse, neglect, and financial exploitation.

More than half of all cases reported to APS involve neglect. Most of those are self-neglect. Aging adults or those with disabilities may no longer be able to provide for their own health and safety. They may live in unsanitary conditions, without heat or running water, or may need some help with meals or other daily activities. They may also lack the medical care they need.

Short-term help with shelter, home repairs, food, transportation, managing money, medical care, home healthcare, and mental health care are available.

You can be their champion by recognizing and reporting any mistreatment. Their welfare is everyone's business.

## Indicators of Possible Abuse, Neglect, and Financial Exploitation

### Physical Signs

- ◆ Injury that does not match the explanation
- ◆ Pain from touching
- ◆ Dehydration or malnutrition
- ◆ Poor color, sunken eyes or cheeks
- ◆ Does not use medication properly
- ◆ Soiled clothing or bed
- ◆ Lack of food, water, or utilities

### Behavioral Signs

- ◆ Fear, anxiety, agitation, anger, withdrawal, depression
- ◆ Not responsive or does not seem to care
- ◆ Conflicting statements, unlikely stories
- ◆ Doesn't want to talk openly
- ◆ Seems confused or disoriented

### Caregiver Signs

- ◆ Prevents the adult in care from speaking to or seeing others
- ◆ Anger, indifference, toward the adult in care
- ◆ History of substance abuse, criminal behavior, or family violence
- ◆ Conflicting accounts of incidents
- ◆ Talks like the person in care is a burden

### Signs of Financial Exploitation

- ◆ Frequent expensive gifts to a caregiver
- ◆ Unpaid bills, or unusual activity in bank account
- ◆ Adding a caregiver's name to a bank account
- ◆ Frequent checks made out to "cash"
- ◆ Signs documents such as wills or loans but seems incapable of understanding them
- ◆ Caregivers refuse to spend money on those they are caring for
- ◆ Signatures on documents that don't match a person's handwriting

### Client Rights

If APS decides abuse, neglect, or financial exploitation happened, clients will be:

- ◆ Offered protective service or given help to find services to relieve abuse, neglect, or financial exploitation.
- ◆ Involved in all decisions about the least restrictive service or placement to meet medical and safety needs.
- ◆ Free to decline services unless they are in a state that threatens their life or physical safety and a court decides they lack the capacity to consent to or refuse services.

**Report abuse, neglect, or financial exploitation to the Texas Abuse Hotline  
at 800-252-5400 or online at [TxAbuseHotline.org](https://www.txabusehotline.org)  
In a life-threatening emergency, dial 911.**