

**Key Agencies in the Fight Against Elder Abuse:
What They Can (and Can't) Do to Help Victims**

**MAINE COUNCIL FOR ELDER ABUSE
PREVENTION: SUMMIT 2015**



Aging and Disability Services

An Office of the
Department of Health and Human Services

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

APS Hotline
1-800-624-8404



Adult Protective Services

Abuse, Neglect, Exploitation. These are not pleasant words, yet they are a reality for thousands of adults in Maine each year.

Adult Protective Services (APS), is responsible for providing or arranging for services to protect incapacitated and/or dependent adults in danger. APS staff also petition for Public Guardianship and/or Conservatorship of incapacitated adults when all less restrictive alternatives have failed.

APS clients include the frail elderly, adults with medical problems, disabilities, mental illness, or substance abuse. The typical victim in Maine is female, over 60 years of age, and dependent on some other person for part of their daily living activities. The majority of clients referred to APS reside alone or with family. Abuse, neglect and exploitation also occur in nursing homes and assisted living facilities.

APS clients are victims of physical abuse, unreasonable confinement, financial exploitation, and sexual abuse. Verbal abuse, intimidation, and deprivation of food, water, or medical care are other forms of danger. Danger may also include self-abuse or self-neglect.

Some clients welcome services offered by APS while others may completely refuse any assistance.

Abuse hurts at any age.

Related Links

[Adult Guardianship and Alternatives](#)

[Taking Care of Business](#)

[Guidelines for Facilities In Cases of Sexual Abuse of Vulnerable Adults](#)

[Manadated Reporter Training](#)

[Domestic Violence Information Resources](#)

[Adult Protective Act](#)

<http://www.maine.gov/dhhs/oas/aging/aps/index.shtml>

Licensing and Regulatory Services

A Division of the Maine Department of Health and Human Services

MEDICAL FACILITIES UNIT

oversees

- Assisted housing program
- Nursing Facilities
- Hospitals

DLRS RULES

<http://www.maine.gov/dhhs/dlrs/licensing-rules.html>

The DLRS Medical Facilities Unit is responsible for health care licensing activities and is the federally designated State Survey Agency for the Medicare certification process . DLRS conducts surveys (inspections), including complaint surveys of nursing facilities

New 5 Star Rating System for Nursing Facilities

On December 15, 2008, CMS released its new rating system, comparing nursing homes in their health survey results, quality measures and staffing. This information enhances the Nursing Home Compare program that has been a way for consumers to access information useful in selecting a facility. The following links will take you to the CMS website where information about the 5 Star Program and the data can be found:

- [Press Release](#) 
- [Fact Sheet](#)  (Adobe PDF*)
- [How the Rating System Works](#)  (Adobe PDF*)
- [Nursing Home Compare, Including 5 Star Ratings](#)  (Adobe PDF*)

http://www.maine.gov/dhhs/dlrs/medical_facilities/home.html



Office of Securities

The Office of Securities protects Maine investors by investigating and prosecuting violations of the securities laws; licensing broker-dealers, agents, investment advisers, and investment adviser representatives; and reviewing registration statements and exemption filings for securities issuers that are seeking to sell in Maine.

What we can do for you

- We can help you with problems with your financial professional
- We can investigate your investment-related complaint and take legal action if appropriate, which may include seeking the return of your money
- We can tell you useful information about your financial professional or investment salesperson, including:
 - Is the person properly licensed?
 - Has the person had any past discipline or complaints?
 - Is the investment the person is selling something that can be sold lawfully in Maine?
- We can give you information to make you a better investor

CONSUMER TOOLS

[Enforcement actions & consent agreements](#)

[File a complaint](#)

[Investor Education Brochures](#)

[Web resources for consumers](#)

[Determining the Value of Stock Certificates](#)

<http://www.maine.gov/pfr/securities/index.shtml>



“ They gave me a voice,
their help was invaluable. ”

[HOME](#)[ABOUT](#)[CONSUMER INFO](#)[VOLUNTEERS](#)[HOMEWARD BOUND](#)[LEGISLATIVE](#)[IN-SERVICES](#)[RESOURCES](#)[CONTACT](#)

Investigating and Resolving Complaints,

Protecting the Rights of Consumers

The Long-Term Care Ombudsman Program exists to serve the interests of long term care consumers throughout the state. Each year the program assists thousands of consumers by providing advocacy services to protect their civil rights, health, safety, and welfare.

Our specially trained staff investigates and resolves complaints regarding quality of care and quality of life issues. We use a variety of approaches in resolving problems, including educating facility or agency staff regarding consumer rights and working with state regulatory agencies, adult protective services, and legal services agencies.

We Work on Behalf of Consumers with Their Consent

The Ombudsman Program can assist consumers in resolving problems when we have their consent or the consent of their legal representative. In providing advocacy services, we work to support the wishes of the consumer. Confidentiality is maintained, and we will not release any information without the consent of the consumer.

We Can Help with Questions about Long-Term Care

Our staff is very knowledgeable about long term care services in Maine. We can answer questions about services, including where to find services, how services are paid for, what to do if services are denied, terminated or reduced, and how to proceed when problems arise. Our office is a resource when a question about any issue relating to long term care arises.

Who Can Ask for Assistance

Any person interested in improving the quality of care for consumers

A consumer receiving services from a home care agency

A resident of a long-term care facility

An employee or administrator of a home care agency or a long-term care facility

A friend or relative of a resident or consumer

Representatives of public agencies and community groups

<https://maineombudsman.org>

WHERE TO CALL

OFFICE OF SECURITIES

Consumer Complaints

207-624-8551 (outside ME)

877-624-8551 (inside ME)

or [File your complaint on-line](#)

MAINE LTCOP

Voice/TTY: 1-800-499-0229

Augusta Area: 207-621-1079

General Email: MLTCOP@MaineOmbudsman.org

Translation services available
Services de Traduccion disponibles

APS

APS HOTLINE

1-800-624-8404

DLRS

Emergency Phone Number (24/7; 7 days)

1-800-452-1999

Home Health Hotline (M-F 8:00 – 5:00)

1-800-621-8222

Nursing, Residential Care Facilities (M-F 8:00-5:00)

1-800-383-2441

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THE END