



AB-1417 (2023)

MANDATED REPORTING SYSTEM FOR ELDER & DEPENDENT ADULT ABUSE & NEGLECT IN LTC FACILITIES

Effective January 1, 2024



Process Description

1. Process Step 1:

Mandated Reporter; Observes, has knowledge of, or reasonably suspects abuse or neglect in a long-term care facility.

- *Has witnessed or suspects abuse, proceed to process step 2*

2. Process Step 2:

Was the suspected abuse caused by a Resident with Dementia? (*NO SERIOUS BODILY INJURY*)

- *If yes, proceed to process step 3*
- *If no, proceed to process step 4*

3. Process step 3:

Within 24 hours (preferably ASAP), submit SOC 341 (written report) to:

1. LTC Ombudsman
2. Law Enforcement

4. Process step 4:

Abuse was caused by "Other": (*All other types/ cases of abuse and neglect*)

- *Proceed to process step 5*

5. Process step 5:

Immediately (but no later than 2 hours), submit a verbal report (9-1-1 or non-emergency number to):

1. Law Enforcement

And, within 24 Hours (preferably ASAP), submit SOC 341 (written report) to:

1. LTC Ombudsman
2. Law Enforcement
3. Licensing Agency

"Abuse of an elder or a dependent adult" can include: (1) Physical abuse, neglect, abandonment, isolation, abduction, or other treatment with resulting physical harm or pain or mental suffering; (2) deprivation by a care custodian of goods or services that are necessary to avoid physical harm or mental suffering; (3) Financial abuse. See WIC §15610.07

NOTE: Facilities may have additional reporting requirements under state and federal law.

See back for additional definitions.

OSLTCO 2/2024

“LTC Ombudsman” refers to the local [Long-Term Care Ombudsman Program](#)

“Abandonment” means the desertion or willful forsaking of an elder or a dependent adult by anyone having care or custody of that person under circumstances in which a reasonable person would continue to provide care and custody. [WIC §15610.05](#)

“Abduction” means the removal from this state and the restraint from returning to this state, or the restraint from returning to this state, of any elder or dependent adult who does not have the capacity to consent to the removal from this state and the restraint from returning to this state, or the restraint from returning to this state, as well as the removal from this state or the restraint from returning to this state, of any conservatee without the consent of the conservator or the court. [WIC §15610.06](#)

“Deprivation” means denial by a care custodian of goods or services necessary to avoid physical harm or mental suffering. [WIC §15610.07](#)

“Financial abuse” occurs when a person takes (or assists in taking), secretes, appropriates, obtains, or retains real or personal property for a wrongful use or with intent to defraud or both. [WIC §15610.30](#)

“Isolation” means any of the following: (1) Acts intentionally committed for the purpose of preventing, and that do serve to prevent, an elder or dependent adult from receiving his or her mail or telephone calls; (2) Telling a caller or prospective visitor that an elder or dependent adult is not present, or does not wish to talk with the caller, or does not wish to meet with the visitor where the statement is false, is contrary to the express wishes of the elder or the dependent adult, whether he or she is competent or not, and is made for the purpose of preventing the elder or dependent adult from having contact with family, friends, or concerned persons; (3) False imprisonment; (4) Physical restraint of an elder or dependent adult, for the purpose of preventing the elder or dependent adult from meeting with visitors. [WIC §15610.43](#)

“Mental suffering” means fear, agitation, confusion, severe depression, or other forms of serious emotional distress that is brought about by forms of intimidating behavior, threats, harassment, or by deceptive acts performed or false or misleading statements made with malicious intent to agitate, confuse, frighten, or cause severe depression or serious emotional distress of the elder or dependent adult. [WIC §15610.53](#)

“Neglect” means either of the following: (1) The negligent failure of any person having the care or custody of an elder or a dependent adult to exercise that degree of care that a reasonable person in a like position would exercise; (2) The negligent failure of an elder or dependent adult to exercise that degree of self-care that a reasonable person in a like position would exercise. Neglect includes, but is not limited to, all the following: (1) Failure to assist in personal hygiene, or in the provision of food, clothing, or shelter; (2) Failure to provide medical care for physical and mental health needs. A person shall not be deemed neglected or abused for the sole reason that the person voluntarily relies on treatment by spiritual means through prayer alone in lieu of medical treatment; (3) Failure to protect from health and safety hazards; (4) Failure to prevent malnutrition or dehydration; (5) Substantial inability or failure of an elder or dependent adult to manage their own finances; (6) Failure of an elder or dependent adult to satisfy any of the needs specified in paragraphs (1) to (5), inclusive, for themselves as a result of poor cognitive functioning, mental limitation, substance abuse, or chronic poor health. [WIC §15610.57](#)

“Serious bodily injury” means an injury involving extreme physical pain, substantial risk of death, or protracted loss or impairment of function of a bodily member, organ, or of mental faculty, or requiring medical intervention, including, but not limited to, hospitalization, surgery, or physical rehabilitation. [WIC §15610.67](#)

A local law enforcement agency shall immediately, or as soon as practically possible, report by telephone to the long-term care ombudsman program when the abuse is alleged to have occurred in a long-term care facility. [WIC §15640\(c\)](#)