

## What is Abuse?

Abuse is physical harm or threat of physical pain or injury. Abuse can also be verbal and/or sexual.

### Examples:

- ◆ Scratching, punching, biting, hair pulling, strangling or kicking.
- ◆ Threats of physical harm, yelling or name calling.
- ◆ Forces unwanted intimate or sexual acts.
- ◆ Restricts access to money, telephone calls, contact with family, or prevents leaving home or bedroom.

## What is Neglect?

Neglect is the failure to provide necessities of life such as food, water, shelter, medications or lack of help with meeting basic needs (bathing, dressing, etc.).

### Examples:

- ◆ Does not provide access to life

necessities such as food and water.

- ◆ Does not assist with bathing, dressing or getting in/out of bed.
- ◆ Does not provide safe housing.
- ◆ Does not help access or administer medications.

## What is Exploitation?

Exploitation is the illegal use or wasting of money, property or other assets of a protected person who is physically or mentally unable to make decisions or care for themselves or is under age 18.

### Examples:

- ◆ Uses a credit/debit card to buy items for themselves without permission.
- ◆ Asks for payment of their bills: car payment, rent, utilities, etc.
- ◆ Steals money, checks, debit card, medication or Electronic Benefits Transfer (EBT) card.
- ◆ Asks for meals, new tires for their car or other financial gifts.

- ◆ Asks for signed paperwork or other legal documents for a bank or lawyer (will, power of attorney, mortgage or loan, etc.).

## Who Do I Call?

Experiencing harm in any way can be hard to talk about. If you or someone you know is a victim, it is important to:

- ◆ Let someone know and ask for help.
- ◆ Tell a friend, family member or your provider and call West Virginia Centralized Intake to report abuse, neglect or exploitation.



**To report abuse, neglect or  
exploitation call:  
West Virginia Centralized Intake  
1-800-352-6513**

What information does West Virginia Centralized Intake need when I call?

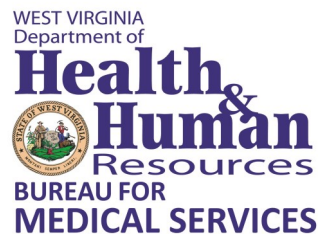
- ◆ Demographic information of the victim(s).
- ◆ Type of abuse or neglect suspected.
- ◆ If the victim is in imminent danger.
- ◆ Location of the victim and caregivers.
- ◆ Is there a protective caregiver present?
- ◆ Does the alleged perpetrator have access to the victim?
- ◆ General functioning of victim and caregivers.
- ◆ Any safety threats for first responders.



## Your Safety is Important!



Bureau for Medical Services  
350 Capitol Street, Room 251  
Charleston, WV 25301  
Phone: 304-558-1700  
<http://www.dhhr.wv.gov/bms/Pages/default.aspx>



*This document was developed by the Home and Community-Based Waiver Programs and the Aged and Disabled Waiver Quality Improvement Council.*

West Virginia Department of  
Health and Human Resources

Bureau for Medical Services



How to Report Abuse,  
Neglect and Exploitation

**1-800-352-6513**