

Script for Case Managers and Consultants for ANE Information Sharing

Anyone, including guardians and family members, who has concerns about possible abuse, neglect or exploitation must report the concerns to the Department of Health, Division of Health Improvement, through the **24/7 toll-free Abuse, Neglect and Exploitation Reporting Hotline at 1-800-445-6242. State law requires this.** The Provider who is being reported does not have to be told that you were the one who made the report.

ABUSE is inflicting physical pain, injury or mental anguish; (2) intentionally depriving a person of services necessary to maintain their mental and physical health; or (3) sexual abuse. Abuse can be verbal.

It is **NEGLECT** whenever a caretaker does not provide for the basic needs of a person, such as clothing, food, shelter, supervision, and care for the physical and mental health of that person, if the neglect causes, or is likely to cause, harm to a person.

EXPLOITATION is defined as an unjust or improper use of a person's money or property for another person's profit or advantage, financial, or otherwise.

Common warning signs of abuse, neglect and exploitation include:

- Changes in normal sleeping, eating, toileting or other personal routines occur without a reason or explanation. Behavior suddenly changes without real explanation.
- There is no explanation for an injury or the explanation does not make sense.
- Injuries occur in uncommon places like the inner thighs, abdomen, bottom of the feet, back and neck.
- There is no nurse assessment or medical appointment made for changes in the person's health.
- Medications are missing, not taken as prescribed, or the person takes someone else's medication.
- Staff do not have training, do not follow the plans written to keep the person safe (healthcare plan, medical emergency plan, physical therapy plans), or do not pay attention to the people they are supporting.
- Skin breakdown regularly appears and is not assessed, or treatment instructions are not followed.
- Personal spending money or belongings go missing.

Some signs are very clear. Some are harder to notice. If something just does not feel right, REPORT. You do not have to be sure. Professionals will do the investigations.

The best resource for you is the Department of Health, Division of Health Improvement's [*Community Program ANE \(abuse, neglect and exploitation\) Reporting Guide*](#). It contains much more information about detecting ANE and reporting. It can be viewed and printed at: <https://nmhealth.org/publication/view/guide/2188/>. There is also a Spanish version of this guide at <https://nmhealth.org/publication/view/guide/2189/>. The Incident Management Bureau will mail a copy of the Guide to you if you call (505) 476-9012. You also can call the IMB Regional Supervisor if you have any questions about detection or reporting of ANE, at the same number.