



## North Central Health Care Adult Protective Services

**WHAT IS AN ELDER ADULT/ADULT-AT-RISK (EA/AAR) AGENCY?** Each county board must designate an agency to carry out investigation of reports of abuse, neglect and exploitation. County boards also designate an Adult Protective Services (APS) agency responsible for providing protective services and protective placement. These agencies are often just called the county APS unit.

**WHO IS AN ADULT AT RISK?** An adult who has a physical or mental condition that substantially impairs his or her ability to care for his or her needs who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, or financial exploitation.

**WHO IS AN ELDER ADULT AT RISK?** An individual age 60 or older who has experienced, is currently experiencing, or is at risk of experiencing abuse, neglect, self-neglect, or financial exploitation.

## Suspect Abuse?

Contact Adult Protective Services if you need to talk to someone about suspected abuse of an adult-at-risk (age 18-59) or elder (age 60+).

**715.841.5160 OR  
855.487.3338 (toll-free)**

**NORTH CENTRAL HEALTH CARE  
ADULT PROTECTIVE SERVICES**

2600 Stewart Ave, Suite 22  
Wausau, WI 54401

**Child Protective Services** for children under the age of 18 are provided by each individual county's Social Services agencies.

## ADULT AND ELDER ABUSE IS A SERIOUS PUBLIC HEALTH PROBLEM IN THE UNITED STATES

**IF THERE IS AN EMERGENCY,  
CALL 911 IMMEDIATELY.**

### Equal Opportunity in Service Delivery Policy

No otherwise qualified applicant for service or program participant shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, age, sex, sexual identify, sexual orientation, religion, political beliefs or disability. No employee or other person shall intimidate, threaten, coerce, or discriminate against any otherwise qualified individual for the purpose of interfering with any right or privilege secured under one of the applicable civil rights laws, or because they have made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding or hearing under one of the applicable civil rights laws. This policy covers eligibility for access to service delivery, and to treatment in all of the programs, services and activities. All employees are expected to support the goals and programmatic activities relating to nondiscrimination in service delivery.



## North Central Health Care Adult Protective Services

**715.841.5160**

**[www.norcen.org/APS](http://www.norcen.org/APS)**

2600 Stewart Ave, Suite 22, Wausau

For contact information outside of your county,  
visit <http://dhfs.wisconsin.gov/Aps/>



## North Central Health Care Adult Protective Services

*Understanding adult & elder abuse and  
working to prevent it.*



**Assisting & Protecting Adults &  
Elderly in Marathon, Lincoln and  
Langlade Counties**

## ADULT PROTECTIVE SERVICES

North Central Health Care helps protect individuals 18 or older who, due to intellectual disability, mental illness, degenerative brain disorder, or other significant incapacity, are vulnerable and unable to make decisions or advocate for themselves. We conduct screenings to determine the needs and vulnerabilities of adults. Based on our professional observations, we make referrals for evaluations and services.

We can intervene and provide emergency protective services or placement orders, help petition for guardianship and protective placement, and complete necessary court reports and evaluations. We provide ongoing reviews of protective placements and work closely with community partners to advocate for health, safety, and self-determination.



[www.norcen.org/APS](http://www.norcen.org/APS)

## TYPES OF ABUSE

**PHYSICAL ABUSE** An intentional or reckless action, or a failure to act.

### TREATMENT WITHOUT CONSENT

Administration of medication, performance of psychosurgery, electroconvulsive therapy, or experimental research on an individual who has not provided informed consent.

### UNREASONABLE CONFINEMENT OR RESTRAINT

Intentional and unreasonable confinement of an individual in a locked room, involuntary separation of an individual from his or her living area, use of physical restraining devices, or the provision of unnecessary or excessive medication to an individual.

**EMOTIONAL ABUSE** Language or behavior intended to intimidate, humiliate, threaten, or otherwise harass.

**SEXUAL ABUSE** as defined in criminal law.

**NEGLECT** Caregiver action or failure to act in maintaining adequate services or supervision, including food, clothing, shelter or health care.

**SELF-NEGLECT** Failure by the individual himself or herself to obtain adequate care, including food, shelter, clothing, medical or dental care.

**FINANCIAL EXPLOITATION** Can include fraud, theft, fiscal agent misconduct, forgery, etc.



## AM I REQUIRED TO REPORT?

For almost all situations involving abuse, neglect and exploitation of adults, Wisconsin relies on voluntary reporting. However, state law requires certain professionals to report in the most egregious situations where:

**An adult at risk asks** the professional to report; **OR**

**The adult at risk is incapable** of making a decision about reporting and is at risk of imminent serious harm; **OR**

**There are other adults at risk** who may be at risk of serious harm by a suspected perpetrator.

If a professional suspects abuse to an adult in their care, he or she should call the county Elder Adults/Adults at Risk Agency. Not reporting is **still allowed** if the professional believes that filing the report would not be in the best interest of the adult at risk and the professional documents the basis for that determination in the client's case record.

*The law provides immunity to all reporters who file a report in good faith.*