

If you are suspicious

- Inquire about the withdrawal
- Check documentation of 3rd party
- Activate Surveillance camera
- Contact security
- Suggest alternatives to large withdrawals

If you suspect coercion in the presence of a 3rd party

- Separate the elder or persons with disabilities from the 3rd party by ushering them to another location on the pretense of *private* account information.
- Notify your supervisor of the situation and get assistance from them.
- Contact security
- Activate security camera
- Obtain as much information about the 3rd party as possible

If you feel the elder or persons with disabilities is in immediate danger

- Separate the elder or persons with disabilities from the 3rd party by ushering them to another location on the pretense of *private* account information.
- Contact Security
- Contact Law Enforcement
- Report to Adult Protective Services

If in doubt, or are confused about the steps to take

- Learn your facilities protocol
- Ask your Supervisor for help
- Contact Adult Protective Services if it is concern about abuse or neglect.

If you suspect fraud

Contact Law Enforcement

If you suspect abuse or neglect

Contact Adult Protective Services



**www.mtelderabuseprevention.org
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