

## **Text Transcript of Keep Controls video: 'What do I do if I suspect abuse?'**

Narrator: It is important to remember that most older people live healthy, happy lives and they enjoy positive and mutually supportive relationships with their families, friends and neighbours. While most older people never experience financial abuse, it is important that you take steps to protect yourself from any potential abuse or exploitation. Prevention is always better than cure.

Narrator: Plan ahead to ensure your wishes are respected and followed by making a Will and creating an Enduring Power of Attorney

Narrator: Don't sign any document you do not understand

Narrator: Never rush into a financial decision, take your time and seek independent advice from your solicitor or representative of your bank or credit union

Narrator: Check references, identification and credentials before hiring anybody to do work in your house or garden

Narrator: Never give out personal information such as bank account details to anybody who calls to your door, phones you or contacts you by post or email

### **Recognising elder financial abuse**

Narrator: Elder financial abuse can be very difficult to recognise. Here are some warning signs which might trigger your suspicion that you are being financially abused or exploited:

Narrator: Somebody is asking you to sign papers you don't understand.

Narrator: Somebody is putting pressure on you to sign papers or allow them to access your money.

Narrator: You are unhappy with how somebody is helping you manage your finances.

Narrator: Somebody is making decisions about how your money is being spent without speaking with you first.

Narrator: Your money is being spent on things other than your personal needs such as your food, clothing and bills.

Narrator: There is an unexplained withdrawal of money from your account.

Narrator: There are other warning signs which can trigger your suspicion that you, or someone you know, are being financially abused. Often times, people who are being

financially abused are increasingly confused about their finances and feel anxious or worried. You may notice unmet care needs such as a lack of food, medication, heating, electricity. You may also discover that bills are unpaid. You may feel that you can no longer afford to participate in social activities or events that you previously enjoyed. Or indeed, you may notice a friend is suddenly declining invitations to social events they previously attended.

### **What should I do if I suspect I am being abused?**

Narrator: If you suspect that you are being financially abused you must speak out. Do not be afraid to tell somebody if you feel you are being bullied or pressurised into making financial decisions, signing documents you don't understand or handing over control of your finances to somebody else. Some people that you can trust and who will give you the support you need include:

Your GP

Your Local Garda

Your Public Health nurse

Your Home Help Coordinator

Your Social Worker or Senior Case Worker

Narrator: The HSE has a dedicated national elder abuse information helpline which is open Monday to Saturday 8am to 8pm. The helpline free phone number is: 1850 24 1850

### **What should I do if I suspect somebody I know is being abused?**

Narrator: If you suspect that somebody you know is being abused it is also important that you speak out and get help.

Narrator: The HSE has a dedicated national elder abuse information helpline which is open Monday to Saturday 8am to 8pm. The helpline free phone number is: 1850 25 1850