Reporting Maltreatment in Licensed Settings

The Minnesota Vulnerable Adults Act outlines a process of reporting if you suspect a family member or friend has been maltreated in a licensed setting such as a skilled nursing facility (nursing home) or an assisted living facility.

**REPORT**

If a person is in immediate danger, call 9-1-1.

Report any suspected abuse or maltreatment of a vulnerable adult to the Minnesota Adult Abuse Reporting Center (MAARC) at 1-844-880-1574. MAARC is the program that takes all reports and determines who should respond (law enforcement, county or Health Department).

In addition, report any suspected maltreatment to the facility’s person designated to oversee mandated reporting. This person is often a social worker or nurse manager.

**FOLLOW UP**

If you have questions about your report of maltreatment in a licensed setting, contact the Office of Health Facility Complaints at the Minnesota Department of Health. The Office of Health Facility Complaints is the state program that investigates maltreatment in nursing homes and assisted living facilities.

**FIND HELP**

Minnesota Elder Justice Center – Get support, advocacy, referrals and information about your options by calling 651-440-9300 or www.elderjusticemn.org. The Minnesota Elder Justice Center is a statewide nonprofit serving older and vulnerable victims of abuse.

Office of Ombudsman for Long Term Care – regional ombudsmen and volunteers work with people to understand rights and resolve disputes. They can be reached at 1-800-657-3591.

Office of Health Facility Complaints investigates complaints or concerns in licensed facilities. They can be reached at 1-800-369-7994.

To connect with other senior services, call the MN Senior LinkAge Line® - 1-800-333-2433 or www.MinnesotaHelp.info.