

Abuse and neglect

Stay safe: know the signs and get help



Everyone deserves to feel safe. Abuse or neglect can happen to anyone. The good news is that there are steps you can take to protect yourself.

Recognize abuse and neglect

Knowing the signs of abuse and neglect can help you decide what to do next.

- **Physical abuse:** hurting someone or causing them pain or injury
- **Sexual abuse:** sexual contact without consent or understanding, or by force
- **Emotional abuse:** words or actions used to scare, shame, threaten, or control
- Keeping someone from leaving, or stopping them from seeing or talking with others (when it's not for safety)
- When a caregiver does not provide basic needs like food, clothes, shelter, or medical care
- Taking away needed things on purpose, like medicine, food, or shelter
- **Financial abuse:** taking someone's money or benefits or keeping it from them
- Using someone for personal gain

Planning ahead helps

- Choose someone you trust to help with important decisions, if needed.
- Learn about your rights and care options

Protect youth in care and caregiver identity

- Don't sign papers if you don't know what they are for. Talk to someone you trust for help.
- Stay connected to people you trust! Family, friends, neighbors, faith-based groups, or others can help.

In case of emergency, call 911 first



If you have any questions, call Member Services at **844 289 2264** (TTY: 711).

Know how to report abuse or neglect

Don't be afraid to report abuse or neglect. You have the right to be safe. Calling one of these state agencies can protect you and others from future abuse or neglect.

Incident happening to:	Contact:
Children (under 18) or youth	Child Protective Services 1-800-25A-BUSE (TTY: 711) 1-800-252-2873 (TTY: 711)
Children or youth missing or abducted from their placement	Child Intake and Recovery Unit 1-800-503-0184 (TTY 711)
People with disabilities who reside in or receive mental health/developmental disability services from DHS-operated or DHS-funded agencies	Illinois Department of Human Services Office of the Inspector General Hotline 1-800-368-1463 (TTY: 711)
People with disabilities living in a community setting	Adult Protective Services Hotline 1-866-800-1409 (TTY: 711)
Children and Youth served by DCFS	Local Police Department or Child's DCFS/POS Worker
Nursing Facilities Resident	Nursing Home Hotline 1-800-252-4343 (TTY: 711)
Supportive Living Facilities Resident	Supportive Living Program Complaint Hotline 1-844-528-8444 (TTY: 711)

YouthCare HealthChoice Illinois complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **844-289-2264** (TTY: **711**).

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **844-289-2264** (TTY: **711**).