



Greetings from your partners at the Tennessee Department of **Human Services, Adult Day Services Team!**

Welcome to the Adult Day Services (ADS) Quarterly Newsletter. This newsletter shares information on topics related to your day-to-day operations as a licensed Adult Day Services (ADS) provider.



the World Health Organization. June 15th has also been proclaimed Elder Abuse Awareness Day in Tennessee by Governor Lee. The purpose of this important day is to provide an opportunity for all communities to promote a better understanding of abuse and neglect of older persons by raising awareness of the cultural, social, economic and demographic processes affecting elder abuse and neglect. According to the **National Institute on Aging**, there are many types of abuse that older adults may face:

• Physical abuse happens when someone causes bodily harm by hitting, pushing, or slapping. This may also

include restraining an older adult against his/her will, such as locking them in a room or tying them to furniture. Emotional abuse, sometimes called psychological abuse, can include a caregiver saying hurtful words,

- yelling, threatening, or repeatedly ignoring the older adult. Keeping that person from seeing close friends and relatives is another form of emotional abuse.
- Neglect occurs when the caregiver does not try to respond to the older adult's needs. This may include physical, emotional, and social needs, or withholding food, medications, or access to health care.
- Sexual abuse involves a caregiver forcing an older adult to watch or be part of sexual acts. • Financial abuse happens when money or belongings are stolen from an older adult. It can include forging
 - checks, taking someone else's retirement or Social Security benefits, or using a person's credit cards and bank accounts without their permission. It also includes changing names on a will, bank account, life

insurance policy, or title to a house without permission.

report online at: https://reportadultabuse.dhs.tn.gov/

• Abandonment is leaving an older adult who needs help alone without planning for his or her care.

practices, news and resources on elder abuse, neglect and exploitation to professionals and the public. The Tennessee Department of Human Services Adult Protective Services (APS) team investigates reports of abuse, neglect, or financial exploitation of adults who are unable to protect themselves due to a physical or mental limitation. APS staff assess the need for protective services and provide services to reduce the identified

The National Center on Elder Abuse (NCEA) provides current information related to research, training, best

To report suspected abuse of a vulnerable or elderly adult, call 1-888-APS-TENN (1-888-277-8366) or

Global Mobile Care

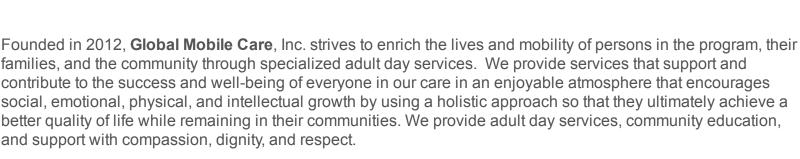
Program Spotlights:

risk to the adult.

The information below has been provided by Dr. Tiffany Glover, Owner of Global Mobile Care

In this segment, we learn more about services from ADS providers in Tennessee.





Servicing the Greater Memphis and Shelby County area, we support persons with Alzheimer's disease, Intellectual and Developmental Disabilities, mental illness, and those who have suffered from strokes, mild cognitive impairment, non-specific Dementia, physical frailties, physical, emotional, or safety needs and those who would benefit from a safe, active, and social structure. Our mission is to enrich seniors' quality of care with

Global Mobile Care

trained, compassionate, fully vetted, dependable staff. Dr. Tiffany Glover, our founder, and Chief Executive Officer, has a Doctorate in Business Administration from Northcentral University. She has a 25+ year track record of leading healthcare and social service organizations. Her published research includes "Effective Strategies Used by Healthcare Administrators to Retain Employees During COVID-19: A Multiple Case Study." Her passion and life's focus are to provide resources to aging and disabled populations and ensure they are mobile and moving with our ever-changing world. She is a recipient of

the Memphis Business Journal's 2021 Superwomen in Business and was recently appointed and confirmed by

Governor Bill Lee to the Statewide Independent Living Council as a representative of Private Business.



Visit the One Life Adult Day Center website to learn more: https://www.onelifetn.com/adult-day-center

community.

loved ones.

One Life Adult Day Center

The information below has been provided by Ophelia Childress, Director of One Life Adult Day Center:

One Life Adult Day Center was created to meet the needs of everyday people and family members who are caregivers. To provide quality care, and activities that promote self-care, self-efficiency, and independence to seniors and adults with disabilities. We are a social adult day center helping our members integrate into the

One Life Adult Day Center is led by compassion for helping and impacting anyone who comes through our

doors. We are advocates for living a full and healthy life by providing the resources and support you need for your



To report suspected adult day services licensing violations or possible illegal operations call the Child and Adult Care Complaint Hotline at 1-800-462-8261 or email AdultDayServices.DHS@tn.gov.

ideas about potential topics or general feedback please reach out to us by email at AdultDayServices.DHS@tn.gov

Reminders

Licensing Violations or Illegal Operations

Quarterly ADS Newsletters are posted at the ADS webpage of the TDHS website for your reference at https://www.tn.gov/humanservices/adults/adult-day-services.html.

We will feature an existing ADS agency in the Program Spotlight section of each issue. If you wish to be featured, have

If you have any questions, ideas or general feedback, please email us at AdultDayServices.DHS@tn.gov.



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