



# The Section for Long Term Care Regulation

## WHAT IS THE SECTION FOR LONG TERM CARE REGULATION (SLCR)?

In Missouri, the SLCR provides regulatory oversight for all long-term care facilities. This includes assisted living facilities, residential care facilities, intermediate care facilities, skilled nursing facilities and adult day care programs. The SLCR conducts inspections at least annually, and investigates complaints at long-term care facilities as often as necessary, to determine compliance with state and federal requirements.

## WHAT CAN BE REPORTED?

Complaints can be made against nursing homes for abuse, neglect and misappropriation of resident money or property. Additional concerns that may be reported include regulatory violations regarding residents' rights, quality of care, food and nutrition services, and the facility environment.

## WHAT IS ABUSE, NEGLECT, AND MISAPPROPRIATION?

Below are some common definitions. Please check [Health.Mo.Gov/abuse](https://www.health.mo.gov/abuse) for more information.

### Abuse



Abuse is the infliction of physical, sexual or emotional injury or harm. Abuse can be inflicted by employees or other residents of the long-term care facility.

### Neglect



Neglect is the failure to provide reasonable and necessary services to maintain the physical and mental health of the resident, resulting in imminent danger or a substantial probability that death or serious physical harm could occur.

### Misappropriation



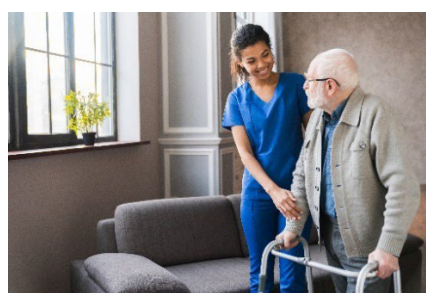
Misappropriation is the dishonest diversion of money or property of another for one's own use - such as an employee using a resident's debit card for personal purchases or taking a resident's narcotic medications.

## HOW DO I MAKE A COMPLAINT?

Contact the Adult Abuse and Neglect Hotline using the information on the back of this document. Be prepared to provide the following information:\*

- The long-term care facility's name, the individual's name and current location (if not at the long-term care facility).
- Why they are at risk for abuse, neglect or misappropriation.
- Description of the situation, date/time of situation, any important identifiers of the alleged abuser, and any action taken by the long-term care facility.

\*Note that you can make this report anonymously if you so choose; however, DHSS will only be able to contact you for additional information or follow-up if you choose to leave your name and contact information. Your information will be kept confidential.



### WHY SHOULD I REPORT?

Seniors and adults with disabilities reside in long-term care facilities because they are unable to care for themselves and/or make decisions regarding their daily lives without some assistance. These limitations may also mean that residents need help to recognize and report an environment that does not support their physical, mental or psychosocial well-being.

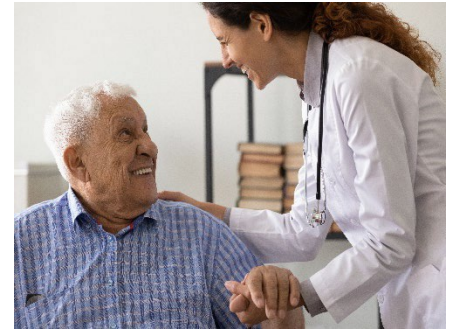
### WHAT HAPPENS AFTER I MAKE A REPORT?

The SLCR will investigate the suspected abuse, neglect or misappropriation during an unannounced visit to the long-term care facility. The facility may be cited with a regulatory violation and will be required to correct the deficient practice and ensure residents are safe.

SLCR staff will follow up with the findings of the investigation, usually by letter, if you leave your name and contact information. Due to the confidential nature of long-term care facility investigations and patient privacy, we may not be able to provide you with specific details of the investigation.

### WHAT IF I'M NOT SURE?

Do you just have a "feeling" about a situation but can't verify the details? The SLCR professionals are trained to handle these types of situations. Based on your complaint, the agency will assess the situation and determine how best to respond. Your local SLCR office can determine the best course of action in any given situation.



#### Contact



Call 1-800-392-0210  
Visit [Health.Mo.Gov/abuse](https://www.health.mo.gov/abuse) or  
[make a report online](#)

#### Hours



Monday through Sunday  
7 a.m. - 8 p.m.



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SENIOR SERVICES**