

PREVENTING, RECOGNIZING & REPORTING ABUSE, NEGLECT & EXPLOITATION

*Training for Agency with Choice (AWC):
Support Service Workers & Managing Employers*



PREVENTING, RECOGNIZING & REPORTING ABUSE, NEGLECT & EXPLOITATION

The objectives for this training are for the participant to:

- ✓ Define what abuse, neglect and exploitation is
- ✓ Recognize signs of each
- ✓ Identify steps for reporting
- ✓ Take steps towards prevention



ABUSE & INTELLECTUAL DEVELOPMENTAL DISABILITY STATISTICS

2012 National Survey on Abuse of People with Disabilities:

- 70% of people with disabilities said they had been a victim of abuse and/or bullying. While emotional and verbal abuse was most prevalent, a majority of victims said they had also experienced physical abuse.”
- 90% of people with disabilities who were victims of abuse said they had experienced such abuse on multiple occasions.



GENERAL SIGNS & SYMPTOMS OF ABUSE

Behavioral:

- Tearful, cries easily, emotionally upset.
- Child-like behavior such as thumb-sucking, rocking, biting because the person is regressing.
- Loss of interest in activities once enjoyed because the person feels constantly criticized.
- Increased irritability and complaining.
- Self-isolation.
- Self-medication or substance abuse.
- Changes in behavior that are extreme.



GENERAL SIGNS & SYMPTOMS OF ABUSE (CONT.)

Emotional:

- Eating issues.
- Increased worry.
- Anxiety and depression.
- Low self-esteem:
 - May believe everyone hates him or her, that he or she is no good; may feel criticized, humiliated, belittled, embarrassed.
 - Self-blaming; "It's all my fault." The person may feel that responsible for doing something to cause this to happen.



GENERAL SIGNS & SYMPTOMS OF ABUSE (CONT.)

- Encourage the person to communicate the cause of such feelings or behavior in order to rule out other possible causes for such symptoms.
- If the individual does communicate being abused in some manner, it is important to report this to AWC supervisory staff immediately.
- **There are no exceptions to reporting abuse or neglect immediately!**



DEFINING ABUSE



TYPES OF ABUSE

Office of Developmental Programs (ODP) mandates that abuse must be reported to the state within 24 hours of the occurrence of the incident.

Types of abuse, per ODP:

- Physical abuse.
- Psychological/emotional abuse.
- Sexual abuse.
- Verbal abuse.
- Improper/unauthorized use of restraint.
- Financial abuse/misuse of funds.
- Neglect.
- Individual to individual abuse.
- Rights violation.



PHYSICAL ABUSE

- **Physical abuse** is an intentional physical act by a person, which causes or may cause physical injury.
 - *There must be intent in the act, but actual injury is not required. Only the possibility of injury resulting from the act is required.*
- **Physical abuse** includes, but is not limited to:
 - Striking, hitting, kicking, scratching, slapping, biting, pushing, pinching, or forcibly pulling someone.
 - Applying potentially harmful substances or conditions; intentionally subjecting an individual to any condition or substance that could be potentially harmful, such as forcing an individual to ingest alcohol or an illegal drug against his or her will.



SIGNS OF PHYSICAL ABUSE

Obvious Signs:

- Bruises
- Swelling
- Cuts
- Burns
- Welts
- Scratches
- Sprains

Less Evident Signs:

- Substance abuse
- Challenging behavior
- Self-isolation



PHYSICAL ABUSE (CONT.)



- Self-reporting.
- Disregarding what the individual says...
 - Invalidates him/her as a person,
 - Relays the impression that what he or she says is not important and will not be taken seriously.
- It is the caregiver's responsibility to assure the individual that he or she is safe and that the caregiver is there to help in any way needed. **Listen; be supportive and reassuring.**
- **Failure or neglect to report abuse or suspicions of abuse is abuse itself.**



PSYCHOLOGICAL/EMOTIONAL ABUSE

- Psychological and/or emotional abuse consists of acts, *other than verbal*, which are intended to:
 - **Inflict emotional harm** (ex: intentionally ignoring an individual requesting attention),
 - **Invoke fear or humiliation** (ex: laughing at an individual's mistakes),
 - **Intimidate** (ex: posturing or showing body language that appears threatening),
 - **Degrade or demean** (ex: showing disgust or disdain towards an individual's actions, especially in front of others).



PSYCHOLOGICAL/EMOTIONAL ABUSE (CONT.)

- Psychological/emotional abuse is typically used when someone wants to control an individual with fear, humiliation, and degradation.
- Psychological/emotional abuse can be a passive form of abuse.
- The general signs and symptoms of abuse are usually experienced by someone who has been abused psychologically or emotionally.



SEXUAL ABUSE

Sexual abuse consists of:

- Acts or attempted acts of:
 - Rape.
 - Incest.
 - Sexual molestation.
 - Sexual exploitation.
 - Sexual harassment.
 - Inappropriate or unwanted touching by another.
- Any sexual exposure or contact from agency staff.
- Unwanted sexual exposure or contact from another individual.



SEXUAL ABUSE (CONT.)

- Inappropriate sexual contact can be heterosexual or homosexual, and can include intercourse, fondling, exposure to pornographic material, and sexually explicit conversation that is offensive to or is done against the will and/or without the consent of the individual.
- Based on surveys, 42 % of individuals with disabilities reported having been victims of sexual abuse.
 - 34% of those had intellectual/developmental disabilities.



SEXUAL ABUSE (CONT.)

- An adult with Intellectual Developmental Disability (IDD) has the right to be sexually active.
 - Clearly understands this right and the consequences that can accompany it.
 - Why, when, and how to say “No” and how to get help.



SIGNS OF SEXUAL ABUSE

Signs of sexual abuse can include:

- Difficulty walking and/or sitting
- Torn, stained, bloody clothing
- Genital pain or itching
- External genitalia bruising/bleeding
- Dramatic changes in behavior
- Sexually transmitted disease
- Pregnancy
- Inappropriate knowledge
- Nightmares
- Bed-wetting



VERBAL ABUSE



- Verbal abuse consists of verbalizations that are intended to:
 - **Inflict emotional harm** - *"You're so dumb!"*
 - **Invoke fear or humiliation** - *"If you make a mess at dinner again, you are going to be sorry!"*
 - **Intimidate** - *"Come on, I dare you to do it again!"*
 - **Degrade or demean** - *"Get your pants off! The doctor needs to check you out!"*



VERBAL ABUSE (CONT.)

- If a caregiver feels frustrated or stressed, it is best for the caregiver to excuse him/herself from the situation, ask another person to step in, or if alone, to step away – keeping the individual within sight until able to regain composure and professionalism rather than verbalizing hurtful thoughts.
- It is important to consider another's feelings before making statements that could cause emotional harm, fear, or humiliation.
- Developing positive relationships and means of open communication with individuals can help to prevent stressful situations resulting in incidents of verbal abuse.



FINANCIAL ABUSE/ EXPLOITATION



- **Financial abuse or Exploitation** is an intentional act by someone to deprive, defraud or otherwise take an individual's money or personal property in an unfair or cruel way, against their will, or without consent or knowledge for his or her own benefit.
 - Requiring an individual to pay for a service that is normally provided.
 - Requiring an individual to pay for items used by several individuals.
 - Stealing an individual's money or personal items.
 - Applying pressure to be a co-signer on a bank account
- **Financial abuse and Exploitation** steal power and control and ultimately choice from an individual.



NEGLECT

- **Neglect** is the failure to obtain or provide the basic services and supports necessary that a person needs to develop physical, intellectual, and emotional capacity and overall well-being.
- These services/supports are defined by the person's individual support plan (ISP) and by laws and regulations.
- ***Neglect does not require intent or obvious harm.*** It is simply failure to provide needed care.



SIGNS OF NEGLECT

- Lack of supervision.
- Lack of necessities- food, clothing, shelter.
- Lack of medical care.
- Unattended personal hygiene.
- Unsanitary living conditions.
- Unsafe living conditions.



INDIVIDUAL TO INDIVIDUAL (I TO I) ABUSE

“An interaction between one individual receiving services and another individual receiving services resulting in an allegation or actual occurrence of the infliction of injury, unreasonable confinement, intimidation, punishment, mental anguish, sexual abuse or exploitation.”

Casey, K. T. Commonwealth of Pennsylvania Department of Public Welfare, (2004)

Mental retardation bulletin - incident management (6000-04-01)

Individual to individual abuse is reported from the victim’s perspective, not from the perspective of the person committing the abuse.



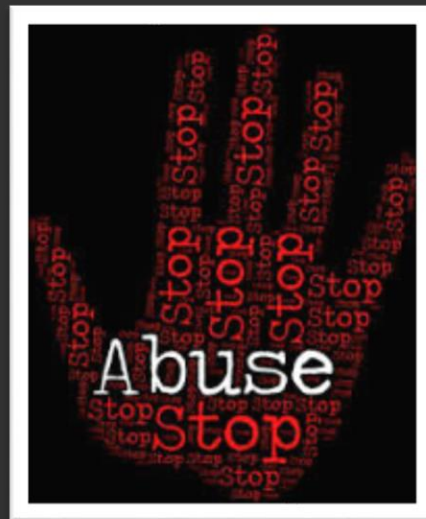
KEY COMPONENTS OF INDIVIDUAL TO INDIVIDUAL ABUSE

- Intent
- Victim's perspective
- Allegation



INDIVIDUAL TO INDIVIDUAL ABUSE (CONT.)

- Abuse is abuse, regardless of who is perpetrating it.
- It is important to become familiar with the individuals in your care and to be aware of what interactions are taking place between the individuals and their peers in order to develop strategies and techniques to prevent individual to individual abuse from occurring whenever possible.



RIGHTS VIOLATION

- A rights violation is an act intended to improperly restrict or deny human or civil rights.
- Rights violations include:
 - Unauthorized removal of personal property.
 - Refusal of access to the telephone.
 - Privacy violation.
 - Breach of confidentiality.



RESTRAINTS

Restraints are used to control acute, episodic behavior that restricts movement or function of all or portions of the individual's body.



- **Physical:**

- Placing hands on an individual to restrict movement or function.
- Only be used if approved as part of the individual's behavioral plan of care.
- If there is no behavior plan, this type of restraint should only be implemented in the event of a crisis situation: when the individual is a threat of harm to him/herself or others.

- **Mechanical:**

- Apparatus that restricts the movement or function such as straightjackets, papoose boards, handcuffs, etc.



RESTRAINTS (CONT.)

- **Chemical:**
 - Medications used to restrict or control the individual's behavior, actions, or functional capabilities.
 - Should only be implemented under a doctor's orders.
- **In the event an unauthorized restraint is used on an individual, it should be reported immediately to an AWC supervisor.**



UNAUTHORIZED OR UNAPPROVED RESTRAINTS AND ABUSE

- Use of unauthorized restraints is prohibited and constitutes abuse under PA state regulations.
- Use of unauthorized restraint consists of:
 1. Performing a restraint that is not approved as part of an individual's plan;
 2. Performing a restraint for a reason other than a crisis situation.
- All caregivers who work with an individual whose behavior plan includes the use of authorized restraints should be thoroughly trained in how to safely implement the restraint.



WHEN AN INDIVIDUAL REPORTS ABUSE

Self-reports of abuse should be reported immediately.

- Acknowledge the individual.
- Never dismiss or ignore self-reports of abuse.
- Ensure individual's immediate safety and well-being.
- Seek professional assistance as needed.
- Report per agency guidelines and state regulations.



ALLEGATIONS OF ABUSE



- Even though an allegation has yet to be proved or supported by evidence, ODP requires that all allegations of abuse be reported.
- Remember:
 - All allegations of abuse are reportable.
 - Allegations can come from a victim or other eyewitnesses.
 - Allegations cannot always be proven, but must always be reported.



SUPPORT FOR VICTIMS OF ABUSE



To best support individuals of abuse:

- **Intervene as needed.**
 - Take over care of the individual.
 - Ensure the individual's well-being by seeking medical services and law enforcement assistance as needed.
 - Immediately contact a supervisor to report the abuse and request assistance.



SUPPORT FOR VICTIMS OF ABUSE (CONT.)

- **Reassure the individual who has been victimized, "It was not your fault. You are safe. I am here to help you."**
 - **DO: Believe, Respect, Support, Assist**
 - **DON'T: Doubt, Judge, Blame, Punish**
- **Seek professional help as needed.**



REPORTING ABUSE

- Report abuse IMMEDIATELY.
- Mandated reporter.
- Responsible for protecting the safety and well-being of the individuals in their care.
- Abuse is NEVER acceptable.
- Documentation.



REPORTING ABUSE (CONT.)

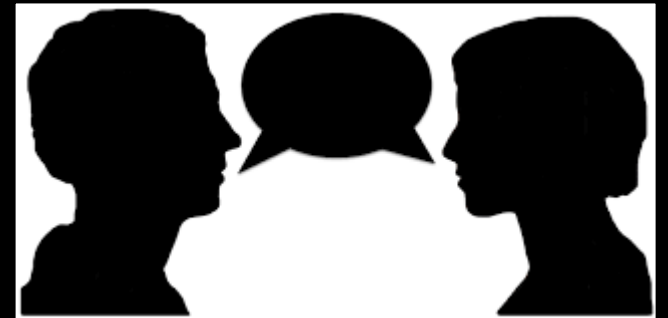
Excuses

- Too much paperwork
- People will get mad at me
- What if I'm wrong?
- Whistleblowers Policy



PREVENTION

- Education and Training.
- Talk about it. Make a plan.
- Proper Reporting Procedures.



SUMMARY

- What is Abuse
- Recognition
- Reporting
- Prevention



CONTACT INFO



AWC Camp Hill Office

(717) 737-3477

AWC Selinsgrove Office

1-888-663-3304

After Hours Abuse Reporting

1-877-761-5332

To receive training credit, please complete the Abuse Quiz.



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