

Caregiver Sensitivity



Health Care Quality Units

Health Care Quality Unit

The ultimate goal of the HCQU is to assure that the individuals served by mental retardation programs are as healthy as they can be, so that each individual can fully participate in community life.

Disclaimer

The information presented is designed to increase your awareness and is not intended to replace advice or instruction from your health care practitioner or your agency policy.

Purpose

- Increasing awareness of abuse and violence towards individuals with developmental disabilities.
- Developing the skills necessary to safely support individuals with developmental disabilities.

Objectives

- Define and describe types of abuse.
- Describe the dynamics of an abusive relationship.
- Identify barriers to break free from abuse.
- Discuss the caregiver's role in detecting and reporting abuse.

Abuse and Violence

- Domestic violence occurs when one intimate partner uses physical violence, coercion, threats, intimidation, isolation, and/or emotional, sexual, or economic abuse to maintain power and control over the other individual.

Abuse and Disabilities

- Individuals with a developmental disability can be abused by their spouse or intimate partner, parent or other family member, or by their paid caregiver.

Statistics

- Domestic violence prevalence for the general public:
 - 95% of abuse is by men to women.
 - One in four women are directly affected by abuse.
 - 35% of all ER visits by women are abuse related.
 - 50% of all homicides of women are directly related to domestic violence.

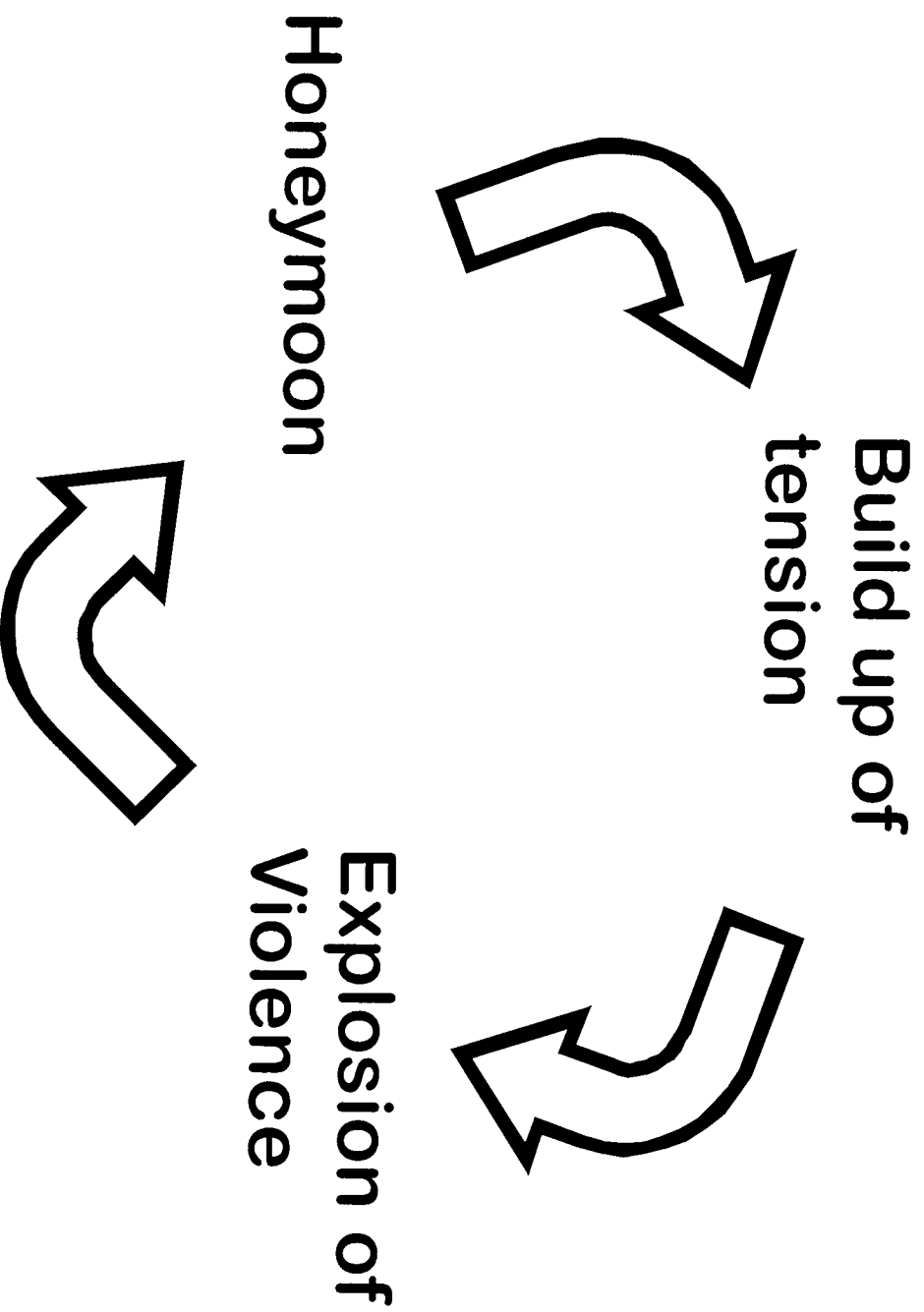
Abuse of Individuals with a Disability

- An individual with a disability is four to ten times more likely to be abused.
- The abuse is much more severe.
- Individuals are often repeatedly abused by the same abuser.
- More likely to have more than one abuser.

Statistics of Abuse of Individuals with a Disability

- 90% of abusers are in an authorized care provider position.
- Less than 10% of the abuse is ever reported.

Cycle of Violence



Types of Abuse

- Psychological
- Physical
- Sexual
- Financial
- Neglect

Psychological Abuse

- Behaviors, including name-calling, negative judgments, attributions or actions (e.g., yelling or isolation), that lower a person's individual dignity and self-worth.
- Implied threat of physical violence, or attempt to intimidate or control the other person.

Signs of Psychological Abuse

- Low self-esteem
- Appears nervous
- Confused around caregiver
- Suicidal
- Avoids eye contact
- Withdrawn
- Fear of abandonment

Signs of Psychological Abuse (Continued)

- Mood swings
- Depression
- Behavior changes
 - Challenging behaviors
- Medical problems
- Eating Disorders
- Symptoms of Post-Traumatic Stress Disorder

Physical Abuse

- Physical abuse is any act of violence or rough treatment that may cause injury or discomfort (e.g., slapping, pushing, hitting, or the use of lethal weapon). It also may include overmedicating, withholding medication and needed equipment, or the use of physical restraints.

Signs of Physical Abuse

- Unexplained injuries
- Unusual pattern of injuries
- Injuries don't match the story
- Change in the story over time
- Multiple injuries – old and new

Signs of Physical Abuse (Continued)

- Fear of caregiver
- Over-sedation
- Delay in seeking help, and/or refusal of treatment
- Worsening medical conditions
- Scalp injuries

Signs of Physical Abuse (Continued)

- Change in behavior
 - Aggressive behavior
 - Depression
 - Withdrawal
 - Anxiety
 - Paranoia
- Post-Traumatic Stress Disorder

Sexual Abuse

- Sexual contact (heterosexual or homosexual) against the will of the individual.
- This may include unwanted touching, kissing, fondling as well as intercourse, oral and anal sex.

Signs of Sexual Abuse

- Nightmares
- Bedwetting
- Sexually transmitted diseases
- Pregnancy
- Changes in behavior
 - Challenging behaviors

Signs of Sexual Abuse (Continued)

- Difficulty with walking or sitting
- Genital pain or itching
- Genital bruising or bleeding
- Torn, stained or bloody clothing

Signs of Sexual Abuse (Continued)

- Fear of abuser
- Recurrent bladder infections
- Unwanted abortion or sterilization
- Sexually promiscuous behavior
- Symptoms of Post-Traumatic Stress Disorder

Financial Abuse

- Financial abuse is the mismanagement or stealing of the individual's money or assets including theft, extortion and/or blocking access to funds.

Neglect

- Failure to meet someone's needs who is in your care.
- The neglect may be intentional or unintentional.
- It may include withholding food, personal hygiene, health services, clothing, medication, help or companionship.

Signs of Neglect

- Unsafe and/or unsanitary living conditions.
- Lack of supervision.
- Lack of medical care.
- Disregard for necessities.
- Increased isolation and withdrawal.
- Lack of access to medications, equipment and supports.
- Unexpected or unexplained death.

What is the Caregiver's Role?

- If a consumer comes to you to report abuse, or if you suspect abuse is happening, your role as caregiver is to:
 - Fully document the incident.
 - Report the abuse immediately to your supervisor.

National Alliance of Direct Support Professionals (NADSP)

- NADSP has identified the kinds of ethical situations that direct care professionals face and developed ethical guidelines.
- The beliefs and attitudes that are associated with being an effective direct service professional are the cornerstone of this code.

NADSP Code

- Person-Centered Supports
- Physical and Emotional Well-Being
- Integrity and Responsibility
- Confidentiality

NADSP Code (Continued)

- Justice, Fairness and Equity
- Respect
- Relationships
- Self-Determination
- Advocacy

Person-Centered Supports

- The first allegiance is to the individual – all other activities and functions flow from this allegiance.
- Honor the personality, preferences and culture of the individual.
- Focus first on the individual, and understand that the role in direct supports require flexibility, creativity and commitment.

Promotion of Physical and Emotional Well-Being

- Maintain a relationship with the individual that is respectful, based on trust and maintains professional boundaries.
- Assist the individual to understand options, and the possible consequences of these options, as they relate to physical and emotional well-being.

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Promotion of Physical and Emotional Well-Being

(Continued)

- Promote and protect the health, safety and well-being of consumers by assisting the individual in preventing illness and avoiding unsafe activity.
- Be vigilant in identifying and reporting abuse.
- Consistently address challenging behaviors proactively and respectfully.

Integrity and Responsibility

- Be conscious of your personal values and how they may influence your professional decisions.
- Assume responsibility and accountability for decisions and actions.
- Actively seek advice and guidance on ethical issues.
- Recognize the importance of being a role model to co-workers and individuals.

Confidentiality

- Seek information directly from the individual regarding his/her wishes about what, and with whom, privileged information should be shared.
- Seek out a qualified individual who can clarify situations where the course of action is not clear.
- Recognize that confidentiality agreements with individuals may be broken if there is eminent harm to the individual or others.

Justice, Fairness and Equity

- Help individuals use the opportunities and resources of the community that are available to everyone.
- Help individuals understand and express their rights and responsibilities.

Respect

- Honor the choices and preferences of the individual.
- Protect the privacy of the individual.
- Uphold the human rights of the individual.
- Provide opportunities and supports that help the individual become an integral member of his/her community.

Relationships

- Recognize the importance of relationships and proactively facilitate relations between the individual and his/her family and friends.
- Refrain from expressing negative views, harsh judgments and stereotyping people close to the individual.

Self-Determination

- Recognize that each individual has potential for life-long learning and growth.
- Work in partnership with others to support individuals in self-directed activities.

Advocacy

- Support the individual to speak for himself/herself.
- Represent the best interests of the individual who cannot speak for himself/herself.
- Advocate for laws, policies, and supports that promote justice and inclusion for the individual.

Conclusion

- The individual looks up to staff and follows their example. Be a positive role model.
- Know your limits and willingly accept assistance.
- Seek support from your supervisor and other staff.
- Remember to be good to yourself.

Congratulations

You are now ready to take the post-test.

Once you have submitted the post-test and evaluation, you can print your certificate. Just make sure all information is entered correctly so you can receive your certificate.