Safe Environments in LTC Settings

Thursday, January 7, 2021 10:00 - Noon

Join Zoom Meeting

https://us02web.zoom.us/j/83822370497?pwd=S3pTTGFXTWtTaHQ1b3hyTVFNeWREdz09

Dial by your location

(253) 215-8782 US (Tacoma)

Meeting ID: 838 2237 0497

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| **Workgroup Members Present:** | [ ]  Adrienne Stuart, DD Council, Disability Advocacy Group 1[ ]  Alexis Rodich, SEIU 775, Employee Labor Organization 1[x]  Allison Drake, Government Affairs and Policy, L&I Representative[x]  Allison Lee, CDWA, Consumer Direct Employer Representative[ ]  Angie Wedekind, OPEIU Local #8, Employee Labor Organization 2[x]  Corinna Fale, Self-Advocate, Service Recipient (DDA)[x]  Darla Helt, Executive Director PEACE , Parent of a Service Recipient[ ]  Darryl Johnson, Agency Provider, Long-Term Care Worker 1[x]  Dave Budd, Catholic Community Services, Home Care Agency Rep[x]  Diana Stadden, The Arc of Washington, Disability Advocacy Group 2[ ]  Isaac Peterson, Service Recipient, Service Recipient Over age 65[ ]  Ivanova Smith, Advocate, Advocate (General)[x]  Jaime Bond, DSHS/DDA, DSHS Representative[x]  Laura Lindstrand, Human Rights Commission, HRC Representative[x]  Marcail Moody-Burks, SEIU 775 Benefits Group, Training Partnership Rep[x]  Melissah Watts, Individual Provider, Long-Term Care Worker 2[x]  Shawn Latham, Allies in Advocacy, Service Recipient |
| **Materials** | * Notes from prior session
* New employee orientation
* Recommendations review
* Debriefing process
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| Topic | Notes: *(Record options & decisions, not detailed conversations)* |
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| **Presentation**1. Training for Managers (Dave Budd)
 | Catholic Community Services training resources for staff in the CCS Orientation and Safety Manual. Safety for the client and for the employee of CCS. Find common definitions with support from the workgroup (the legislation provides definitions).  |
| **Outstanding Work**1. Priority recommendations
2. Debriefing process
3. Person-centered planning practices
 | Draft documents to be reviewed by workgroup before next meeting.  |
| **Deep Dive Topics**1. Training direct supervisors
2. Best practices for reporting (if time available)
 | **Proposed Recommendations for Training Direct Supervisors (more details in separate document):** * Provide a common definition of harassment, discrimination, and abuse; and a model policy template related to protecting workers for employees to adopt/adapt.
* Person-centered planning and a 1-page sheet describing challenging behaviors (triggers) and possible responses will help better match clients and caregivers.
* Provide protections to workers who leave an unsafe situation from charges of abandonment.
* Take away the judgment about reporting harassment.
* It is okay to report issues that may not be considered harassment or abuse, but may be uncomfortable for the employee. The purpose would be to get some guidance and support/training to address the situation.
* Certain disabilities may have common behaviors. It may be helpful for a caregiver to know about common behaviors related to a disability to help avoid labeling a challenging behavior as harassment (individual differences exist and must be respected).
* People can work as teams. If providers and the client communicate back and forth, they can provide better support as a team.
* If service coordinators have a caseload of similar clients, they may be better equipped to provide support to their employees.
* De-escalation techniques for supervisors and how to listen so people feel heard are great trainings for supervisors/service coordinators. This helps supervisors to better support employees.
* Mental health first aid training [www.mentalhealthfirstaid.org](http://www.mentalhealthfirstaid.org) should be offered to supervisors and service coordinators.
* If the supervisor can help providers know where a new provider’s strengths and weaknesses are which will help them grow their skills and learn.

**Proposed Recommendations for Reporting (more details in separate document):** * Agency provider reporting – caregivers are encouraged to report anything that happens to their supervisor, and the supervisor will help address next steps.
* Caregivers are encouraged to report incidents.
* Anything out of the ordinary happens, contact supervisor.
* Report non-serious incidents to case manager, serious incidents to law enforcement. (IP) CDE service coordinators can act as a middleman.
* Employee assistance line staff should help direct next steps, including law enforcement, case manager, or service coordinator. Intent is to have a single point of entry.
* Are there any HR staff (other staff) in larger agencies that employees can talk to if they feel uncomfortable talking with their supervisor for some reason?
* If an employee is experiencing harassment from a supervisor, they should report to a manager or director up the chain of command.
* If an employee observes abuse of a client by another or self-neglect, the employee should report to APS. APS has a number of resources available to provide support.
* There should be NO retaliation for reporting any incident, whether or not it meets the definitions of harassment, abuse or discrimination.
* Ombuds office or Disability Rights WA (DRW) may be able to help with resources.
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| **Looking ahead**1. Best practices for service recipients
 | Brief discussion about objective, reflective and integrative questions on this topic to prepare for next meeting.  |
| **Wrap-Up**1. Reflections
2. Action items review
3. Next meeting
 | Next meeting is January 14.  |

| **Action Items** |
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| *Who?* | *Does What?* | *By When?* |
| Porsche | Send workgroup members two “outstanding work documents” for review and feedback/comment in track changes.  | Next meeting on January 14  |
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