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| E2SSB 6205 |
| Safe Environments in LTC Settings |
| Work Plan |

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| 9-22-2020 |

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# Background/Charge

Engrossed Second Substitute Senate Bill 6205 (E2SSB 6205) directs DSHS to convene a stakeholder workgroup to address recommendations related to reducing harassment, abuse, and discrimination in home care and LTC settings.

The workgroup **must** consider:

1. Using new employee orientation to emphasize the prevention of discrimination and abusive conduct;
2. The extent to which current training content could be modified to cover content within existing hours of required training such as basic, modified basic, and/or continuing education;
3. Requiring training about discrimination and abusive conduct for all employees;
4. Interactive teaching strategies that engage across multiple literacy levels;
5. Factors that are predictive of discrimination and abusive conduct;
6. The violence escalation cycle;
7. De-escalation techniques to minimize abusive conduct or challenging behavior;
8. Strategies to prevent physical harm with hands-on practice or role play;
9. How incorporating information on trauma-informed care could improve the effectiveness of training and reduce interruptions to the provision of personal care;
10. How incorporating person-centered planning practices could minimize challenging behaviors and reduce interruptions to the provision of personal care;
11. Best practices for documenting and reporting incidents;
12. The debriefing process for affected employees following violent acts;
13. Resources available to employees for coping with the effects of violence;
14. Culturally competent peer-to-peer training for the prevention of discrimination and abusive conduct;
15. Best practices for training service recipients on preventing discrimination and abusive conduct in the home care setting;
16. Best practices for training direct supervisors on preventing and responding to reports of discrimination and abusive conduct in the home care setting;
17. Recommended best practices for workplace safety committees referenced in section 4 of this act and recommended topics to be included in prevention plans required in section 4 of this act;
18. Other policy changes that will reduce discrimination and abusive conduct in the workplace and best prepare employees to work in environments where challenging behavior occurs; and
19. Other best practices from trainings developed in other states or for other industries to prevent discrimination and abusive conduct in home care settings or the workplace.

# Stakeholders

The legislation lists the stakeholder roles for the workgroup. The following individuals have been appointed to the workgroup.

| NAME | AFFILIATION | POSITION |
| --- | --- | --- |
| Alexis Rodich | SEIU 775 | Employee Labor Organization 1 |
| Jaime Bond | DSHS/DDA | DSHS Representative |
| Dave Budd | Catholic Community Services | Home Care Agency Representative |
| Diana Stadden | The Arc of Washington | Disability Advocacy Group 2 |
| Ivanova Smith | Advocate | Advocate (General) |
| Shawn Latham | Allies in Advocacy | Service Recipient |
| Corinna Fale | Self-Advocate | Service Recipient (DDA) |
| Adrienne Stuart | Developmental Disabilities Council | Disability Advocacy Group 1 |
| Darryl Johnson | Agency Provider | Long-Term Care Worker 1 |
| Melissa Watts | Individual Provider | Long-Term Care Worker 2 |
| Laura Lindstrand | Human Rights Commission | HRC Representative |
| Marcail Moody-Burks | SEIU 775 Benefits Group | Training Partnership Representative |
| Allison Drake | Government Affairs and Policy | L&I Representative |
| Angie Wedekind | OPEIU Local #8 | Employee Labor Organization 2 |
| Isaac Peterson | Service Recipient | Service Recipient Over age 65 |
| Allison Lee | CDWA | Consumer Direct Employer Representative |
| Darla Helt | Executive Director PEACE  | Parent of a Service Recipient |

# Work Plan

## Overview

The workgroup will meet virtually via Zoom approximately 2 times per month for 2-hour sessions. The workgroup will revisit their schedule periodically. There are nineteen enumerated items for the workgroup to address. The proposed plan is to have the first session be devoted to a project orientation and group agreements on how to work together. Each subsequent meeting will focus on one of the enumerated items in the workgroup charge. Every fifth session will be a pause to go back and re-review previous section’s initial recommendations and make refinements. The workgroup will have the opportunity to assess their work and re-plan in mid-December for 2021. The first session will include an additional optional orientation to Zoom prior to the meeting start.

## Session Topics

During the first orientation session, the group decided on the order in which to address the enumerated items. Prior to that first session, DSHS sent out a survey to workgroup members to identify their highest priority items they wish to discuss. The topic order in the graphic and list below reflects the workgroup’s collective preferred order. The workgroup may periodically make other recommendations on process and structure of the work as well.

Each subsequent session, the workgroup will take up one or more topics for a focused discussion as shown below. There will be periodic pauses to go back and re-visit earlier topics since all are inter-related.

### Visual Topic Workflow

### Area of Consideration Detailed Priority List

Each of the topics below will be addressed in order, with periodic pauses for reviewing recommendations, as noted above.

1. De-escalation techniques to minimize abusive conduct or challenging behavior.
2. Interactive teaching strategies that engage across multiple literacy levels.
3. Requiring training about discrimination and abusive conduct for all employees.
4. Using new employee orientation to emphasize the prevention of discrimination and abusive conduct.
5. The debriefing process for affected employees following violent acts.
6. How incorporating person-centered planning practices could minimize challenging behaviors and reduce interruptions to the provision of personal care.
7. Best practices for training direct supervisors on preventing and responding to reports of discrimination and abusive conduct in the home care setting.
8. Best practices for documenting and reporting incidents.
9. Best practices for training service recipients on preventing discrimination and abusive conduct in the home care
10. How incorporating information on trauma-informed care could improve the effectiveness of training and reduce interruptions to the provision of personal care.
11. Culturally competent peer-to-peer training for the prevention of discrimination and abusive conduct.
12. The extent to which current training content could be modified to cover content within existing hours of required training such as basic, modified basic, and/or continuing education;
13. Strategies to prevent physical harm with hands-on practice or role play.
14. Other policy changes that will reduce discrimination and abusive conduct in the workplace and best prepare employees to work in environments where challenging behavior occurs.
15. The violence escalation cycle.
16. Resources available to employees for coping with the effects of violence.
17. Factors that are predictive of discrimination and abusive conduct.
18. Recommended best practices for workplace safety committees and recommended topics to be included in prevention plans required by section 4 of the act.
19. Other best practices from trainings developed in other states or for other industries to prevent discrimination and abusive conduct in home care settings or the workplace.

After the enumerated items are addressed, we will spend at least one session on an overall review of all recommendations related to the enumerated items. Then, we will move on to discussing three other areas that involve ongoing operations:

* **Recommended training:**  The bill requires the group to recommend training for workers, supervisors, and service recipients in order to prevent discrimination and abusive conduct in the workplace, minimize challenging behaviors, and reduce interruptions to the provision of personal care.  The training recommendations might not look the same for each.
* **Data collection and review:**  The bill requires the group to inform on collection and review of data, and the future role of the workgroup.
* **Measuring efficacy:**  The bill requires the workgroup to address how the efficacy of recommendations will be measured.

## Session Structure

Each session will follow a standard pattern, where outstanding work is addressed, the group does a deep dive on a particular topic or topics, and the group previews upcoming topics for the next session’s deep dive. If the workgroup feels that more than one enumerated item can be covered at a given meeting, we will do so.

# Constraints and Assumptions

* Recommendations must fall within the scope of the project and legislation.
* Not all stakeholders will agree on all recommendations. We will strive for consensus within the time allotted for the project and task.
* The report will include dissenting opinions for all non-unanimous recommendations.
* DSHS retains final authority on report contents, and will strive to represent stakeholder views accurately.
* All meetings will be virtual.
* The workgroup can invite up to three subject matter experts to participate in one or more sessions as needed.
* DSHS will provide a note taker for the sessions.