

**ABUSE AND NEGLECT
POLICY AND PROCEDURE DEFINITIONS**
Final Version: September 4, 2008

Abuse	The willful infliction by a caregiver of physical pain or injury, or the willful deprivation of services necessary to the physical safety of an individual.
Psychological Abuse	Acts that inflict emotional harm, invoke fear and/or humiliate, intimidate, degrade, demean or otherwise negatively impact the mental health or safety of an individual.
Verbal Abuse	The use of offensive and/or intimidating language that can provoke or upset an individual.
Neglect	<p>The failure by a caregiver, through action or inaction, to provide an individual with the services necessary to maintain his or her physical and mental health and safety, including incidents of inappropriate or unwanted individual to individual sexual contact.</p> <p>Neglect also includes the failure of a caregiver to respond to incidents of inappropriate or unwanted sexual contact between individuals who receive services from the department.</p> <p>Neglect is also a situation in which an individual lives alone and is not able to provide for him/herself the services, which are necessary to maintain his physical, mental health or safety.</p>
Financial Exploitation	The theft or misappropriation of property and/or monetary resources, which are intended to be used for or by an individual.
Sexual Abuse	Any sexual contact or encouragement of sexual activity between a family member, paid staff or a volunteer and an individual, regardless of consent.

Ten Performance Standards For ALL Staff

1. Speak To All People Politely
2. Include People In Conversation
3. Use Positive Communication
4. Explain In Ways That Can Be Understood
5. Encourage People To Think For Themselves
6. Teach People To Do As Much As Possible
7. Include People In Making Decisions
8. Respect Differences And People's Desires
9. Consider A Person's Feelings and Concerns
10. Listen To Other People's Point Of View

Prevention = Practice Good Personal Health and Wellness Habits

- ✓ Recognize signs of stress. Develop a personal stress management plan.
- ✓ Make sure you have a balance between home and work.
- ✓ Change destructive attitudes about yourself and others. Focus on strengths.
- ✓ Get enough sleep.
- ✓ Compartmentalize: when at work, leave personal problems at home.
- ✓ Use the department's EAP program if needed.
- ✓ Be confident in your responsibility to point out potentially abusive behavior and recommend when a co-worker should seek/consider assistance.
- ✓ Report all acts of abuse or neglect, no matter how minor they seem.
- ✓ Advocate for and support individuals to carry out their legal and constitutional rights.
- ✓ Remain respectful and professional at all times. This doesn't mean that you become detached, but that you maintain professional judgment and approach.
- ✓ Practice teamwork.
- ✓ Be sensitive and supportive of your co-workers. Ask for assistance and offer assistance.
- ✓ If you find yourself in a situation where you are losing control of your emotions, temper, or reactions, request assistance and/or take a short break.
- ✓ Maintain good communication with individuals you support and coworkers, set mutually agreed upon goals, with those that you work for and with.
- ✓ Ask for feedback on how you handle different situations learning can be helpful to you.
- ✓ Learn and follow DDS and local policies and procedures.

State of Connecticut DDS Regional Abuse and Neglect Protocol for Reporters

Every DDS employee and volunteer is mandated by Public Law CGS 46a-11a to report suspected abuse or neglect of any individual with mental retardation to the appropriate authorities.

After immediate intervention to ensure the protection of the victim, the witness shall report any **suspected** abuse or neglect (other than verbal abuse) to the appropriate agency. The witness shall also notify an appropriate supervisor.

If victim is under age 17 years, contact the Dept. of Children and Families-DCF Care Line-1-800-842-2288.

If victim is 18–59 years, contact the Office of Protection and Advocacy, for Persons with Disabilities-OPA, Abuse Investigation Division, 1-800-842-7303/860-297-4300.

If victim is over the age of 60 years, contact the Dept. of Social Services and report to the DDS Regional Abuse and Neglect Liaison, 1-888-385-4225.

As required by statute, OPA will not do an intake on verbal abuse, psychological abuse, financial exploitation, client-to-client incidents, DDS/DCF clients, DPH cases etc. However, all these suspected situations must be reported to the Regional Abuse and Neglect Liaison, for processing and, if necessary, forwarding to the appropriate agency. Even if OPA does not take a case, DDS will most likely require that the allegation be fully investigated.

For information on any additional protocol procedures specific to your region, contact the Regional Abuse and Neglect Liaison:

NORTH	SOUTH	WEST	STS
Paula Zeiner 155 Founders Plaza East Hartford, CT 06108 (P) 860-263-2469 (F) 860-263-2514	Joanne Bilotta 104 S. Turnpike Rd. Wallingford, CT 06492 (P) 203-294-5077 (F) 203-294-5171	Tawnia Pacheco 25 Creamery Rd. Cheshire, CT 06410 (P) 203-806-8742 (F) 860-622-2712	Genevieve SanAngelo Rte. 172 Southbury, CT 06488 (P) 203-586-2143 (F) 203-586-2142

State of Connecticut DDS Regional Abuse and Neglect Protocol for Supervisors

The supervisor shall notify the following people of the allegations:

- the appropriate manager or team leader
- the Regional Abuse and Neglect Liaison: see contact list
- after normal work hours, contact the regional on-call manager at the following:

Telephone numbers: North 860-279-3185; South 866-392-8233, toll free in Ct.; West 1-877-293-1082 (or email 8772931082@skytel.com). The operator will ask for a message and the number of a phone where you can be reached.

The supervisor, in cases involving assault or sexual assault, shall immediately call:

- the local police (for private facility)
- the State police (for public facility)

The manager shall ensure that a written report is filed with the appropriate agency, using the form required by that agency, within (72) hours. The written report must be mailed to:

- DCF – see form for address of the nearest office
- OPA – 60 Weston Street, Hartford, CT 06120
- DSS – local address as instructed by the Hartford office at 1-888-385-4225
- send copies of all written reports to the Regional Abuse and Neglect Liaison