TALES FROM THE DARKSIDE: APS STORIES AND THE LESSONS LEARNED FROM THEM

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PAYING IT FORWARD: APS STORIES AND THE LESSONS LEARNED
Multnomah County APS
Portland, Oregon

Pamela Slaughter, Presenter
Karen Rigmaiden, APS Supervisor
APS CONNECTIONS

- Social Workers
- Discharge Planners
- Police
- Guardians
- Home Health
- Family members
- Case Workers
- Ombudsmen
“Intuition is a very powerful thing, more powerful than intellect.”
Steve Jobs

"Often you have to rely on intuition."
Bill Gates

"Your intuition knows what to do. The trick is getting your head to shut up so you can hear."
Louise Smith
Our objectives today: At the end of our time today, you will be better equipped to do the following:

- **Listen to your gut** – recognize the difference between intuition and bias.
- **To look for more than one way to manage a situation** by using tools and questions reviewed or learned in this workshop.
- **Recognize that you can be a resource** and a great source of support to other APS workers. Consider mentoring or being mentored, even on a very informal basis.
- **Continue growing in knowledge and creativity** by listening to the experiences of others, putting yourself in their place, and asking how you would have handled it.
PAYING IT FORWARD:
APS STORIES AND THE LESSONS LEARNED FROM THEM

PAMELA SLAUGHTER, MULTNOMAH COUNTY

KAREN RIGMAIDEN, MULTNOMAH COUNTY
STORY ONE:

WHAT WAS FORESEEABLE?

CLUES:

1. ____________________________________________
2. ____________________________________________
3. ____________________________________________
4. ____________________________________________
WHAT WAS PREVENTABLE?

HOW COULD THE INCIDENT HAVE BEEN PREVENTED?

1. __________________________________________
2. __________________________________________
3. __________________________________________
4. __________________________________________
FIND TWO ACCEPTABLE ALTERNATIVE ENDINGS TO THE STORY

1

2
Just look natural...
STORY TWO:

WHAT WAS FORESEEABLE?

CLUES:

1. _________________________________________

2. _________________________________________

3. _________________________________________

4. _________________________________________
WHAT WAS PREVENTABLE?

HOW COULD THE INCIDENT HAVE BEEN PREVENTED?

1. __________________________________________

2. __________________________________________

3. __________________________________________

4. __________________________________________
FIND TWO ACCEPTABLE ALTERNATIVE ENDINGS TO THE STORY

1

2
PRACTICE, Practice, practice
TIME TO TAKE ACTION!

- Make yourself available to other APS workers. Let them know that they can come to you for information and guidance.

- Pay attention to your colleagues. Notice which ones have a genuine expertise in an area, and learn from them, especially.

- Read reports when you have a chance. Reports are a great way to see the slightly different perspectives that others have. It can also be an easy way to practice putting yourself in another Investigator’s shoes.

- Continue practicing the exercises that we did in the workshop.

- Consider sharing your own story with others, even when the story doesn’t have a happy ending. Share the lesson you learned.

- Remember that every mistake, every horror story, contains an important lesson. Learn and grow from those lessons. And share the lessons with others.

- We work in teams. And a team is only as strong as its’ weakest link. Help to strengthen your team mates.

- Find a way to share information with newer Investigators on a regular basis. Be creative, and make it fun!