

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

**AKA**

**PAYING IT FORWARD: APS STORIES  
AND THE LESSONS LEARNED**

# **Multnomah County APS Portland, Oregon**

**Pamela Slaughter, Presenter**

**Karen Rigmaiden, APS Supervisor**

ADVOCATE

AP

rule-enforcer

RV

Investigator

compassion

counselor

AdultProtectiveServices

RP

Write

AV

helper

Liaison

report

SCREENER

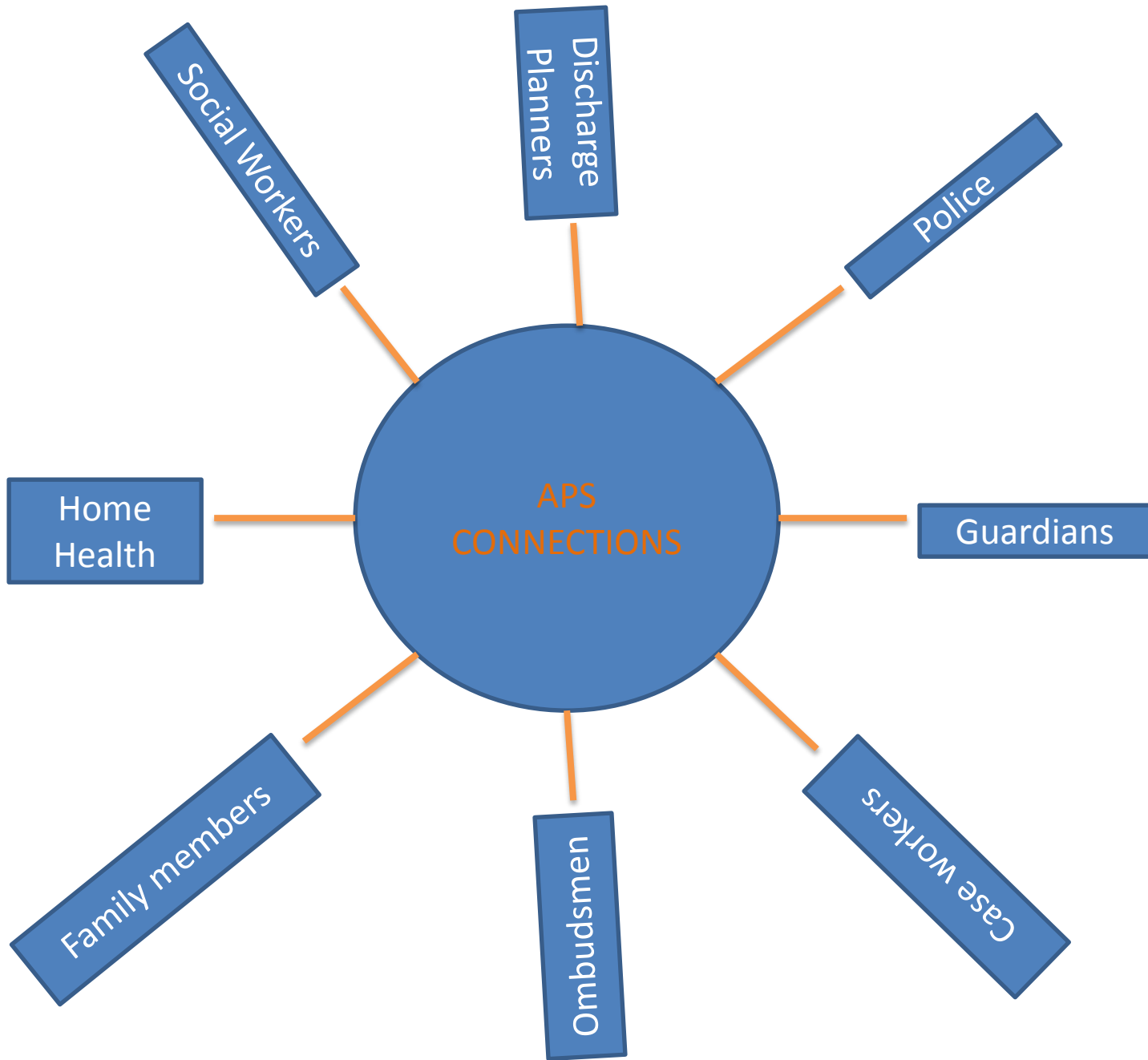
Cheerleader

SocialWorker

thick-skinned

coach listen

observant



# ASK YOUR GUT

- **“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!