Safety by Design: Developing a Curriculum for APS for the Welfare of APS Personnel

Division of Aging and Adult Services, AZ

© 2019 Department of Economic Security, Arizona All Rights Reserved
Overview

Safety Statistics
Background & Analysis
Process & Structure
Computer Based Learnings
Classroom Workshop
Results
Next Steps
Go to www.menti.com and use the code 29 71 98

Why is it important to train for safety in APS?
Go to www.menti.com and use the code 297198

What are common safety concerns you have for your Investigators?
Safety Statistics

High Instance of Safety Issues

- 44% Faced Personal Safety Issues (NASW 2004)
- 92% Reported Encounters (Ghesquiere et al. 2018)
- Average of 7.74 Incidents Over Career
- 37% Physically Assaulted
- 31% Attacked by Dog
- 37% Insect Infestations
Safety Statistics

Not Addressed Adequately by Employers

- 30% Safety was Inadequately Addressed by Employers (NASW 2004)
- Lack of Concern for Safety Linked to Turnover (Williams et al. 2011)
- Far Greater Research on CPS (Ghesquire et al. 2018)
- Emphasis on Research is Client Safety
- Little Quantitative Study on APS Safety
Go to www.menti.com and use the code 29 71 98

How much time is devoted to formal safety training in your State/County?

- OJT Only
- 1-2 hours
- 3-4 hours
- 5+ hours
Go to www.menti.com and use the code 297198

Does your State/County have a Safety Policy?

Yes: 0%
No: 0%
Background & Analysis
Arizona APS

Encountering Avoidable Situations

Limited Safety Training

New Safety Policy Release
Analysis

Avg. Incidents 3/mo.

Likely Underreporting
Analysis

43% “Workplace Violence”
10% “Animal/Insect”
47% “Other”
Analysis

11 Verbal Threats
10 Property Loss
9 Auto Incidents
8 Aggressive Behavior
4 Animal Bites
Process & Structure
Training Goal

This training will equip APS investigators with the ability to:

a) identify the warning signs of potentially dangerous environments,

b) take precautions to avoid potentially dangerous environments, and;

c) respond in a safe manner if exposed to a dangerous situation.
Training Objectives

15 Objectives – “Identify when to involve law enforcement, animal control, the QA RN, or other parties to maintain safety in the field”
Safety Risks

Faulty Structures
Hoarding Behavior
Mold & Asbestos
Anti-Government Sentiment
Animals & Parasites

Communicable Diseases
Drug Use
Mental Health
Hostile Individuals
Chemical Hazards
Blended Curriculum

6 Computer Based Trainings

1 Classroom Workshop
Computer Based Learnings (CBTs)
CBT 1 – Planning Precautions

Case Intake & Review
Safety Consultation
Safety Desk Aid
Research
## Adult Protective Services
### Safety Issues for APS Professionals: APS Policy

APS professionals shall not enter or remain in unsafe situations. To promote safety of APS professionals, the following safety issues should be considered and discussed at the point of case acceptance and at any time new safety issues emerge during the course of the investigation.

#### Safety Issues - Low:
- **Animals in the home (ensure they are secure)**
- **History (2+ years ago) of drug activity in the home**
- **Presence of pets**

#### Safety Issues - Moderate: "Supervisory Consultation Required":
- **Active criminal activity in the neighborhood**
- **Active suicidal or homicidal preoccupation**
- **High potential for extreme weather conditions for travel**
- **Recently terminated restraining orders**
- **Convicted sex offender in the home**
- **History of serious, non-fatal physical harm to another**
- **Presence of communicable disease or blood borne pathogens**
- **Location is extremely isolated or dangerous**
- **Medication noncompliance that may impact behavior**

#### Safety Issues - High: "Supervisory Consultation Required"
- **Active drug activity in the home**
- **Danger to self or others with plan and intent**
- **Serious potential (self-inflicted suicide or homicide)**
- **Unarmed weapons in the home**
- **Active mental illness or crime or threat**
- **Unemployed or unempotent strangers in the home that may pose threat**
- **Past threats/physical or verbal abuse/assaultive behavior toward APS professional and/or other service providers**
- **Serious structural concerns in home environment**
- **Unsecured, unattended dangerous animals on property**
- **Active recent and/or history of domestic violence**
- **Aggressive or assaultive behavior**
- **Other community agencies will not enter the home**
- **Past threats/violent abuse/assaultive behavior toward APS professional and/or other service providers**
- **Serious structural concerns in home environment**
- **Unsecured, unattended dangerous animals on property**

APS policy prohibits going into or remaining in the environment if any of the following conditions exist:
- **Individual exhibits assaultive, harassing, or aggressive anti-government mentality**
- **There is evidence of illegal activity in the home**
- **Physical, verbal, or threat/punishment against the current APS professional**
- **Home is deemed unhabitable by a governing authority**
- **Significant pet aggression**
- **"No Trespassing" signs**
- **There is evidence of a current or recent violent dispute in the home, and/or actual violence is exhibited toward the APS professional**
- **Suspicion of an environment in which volatile, toxic/placemetary chemicals are used or equipment is possessed by any person for the purpose of manufacturing a dangerous drug**
- **Safe and clear pathway does not exist in the home due to hoarding and presence of hazardous waste throughout the home**

When multiple or high safety issues are identified, a supervisory consultation shall occur to develop a plan for HSSNY safety and shall be documented in the "Safety Issues for Case Workers: Detail" section of the Case Information page in AZAPS.
CBT 3 – Environmental Risks

Faulty Structures
Animals & Parasites
Mold & Asbestos
Drug Manufacturing
CBT 4 – Behavioral Risks

Body Language
Aggression
Threatening Behavior
Drug Use
Mental Health
De-Escalation
Communicable Diseases
Bloodborne Pathogens
Universal Precautions
Transmission Modes
Protective Equipment

CBT 5 – Clinical Risks
CBT 6 – Reporting

Unusual Incidents
Critical Incidents
Auto Incidents
First Response
Classroom Workshop
Workshop Overview

Build Skills

Learn from Peers

Discuss Real Situations
Planning Precautions
Arrival Safety
Environmental Risks
Clinical Risks
Closing
Results
Results

Increased Precaution
Increased Discussion
Improved Sense of Investment
Attention from other Divisions
Additional Observations

Inconsistency in Supervision
Different Sense of Risk
Not Reporting Enough
Not aware of Emergency Line
Next Steps

Emotional & Psychological Risks
Supervisor Training to Support
Rural & Urban Investigation
Refresher Course
Q/A
References


Go to www.menti.com and use the code 29 71 98

Do you have any questions?

No questions from the audience!

Incoming questions will show up here so that you can answer them one by one.