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

Division of Aging and Adult Services, AZ

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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?

Mentimeter

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

Mentimeter

What are common safety concerns you have for your Investigators?

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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?

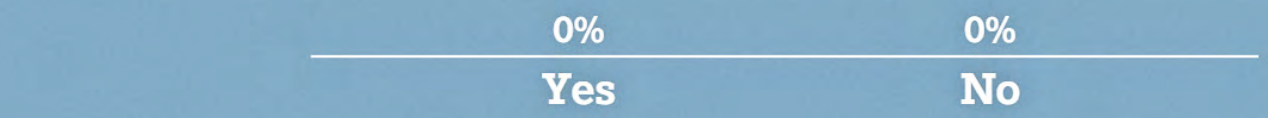
Mentime

- OJT Only
- 1 -2 hours
- 3 -4 hours
- 5+ hours

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

Does your State/County have a Safety Policy?

Mentimeter



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Background & Analysis

Arizona APS

Encountering Avoidable Situations

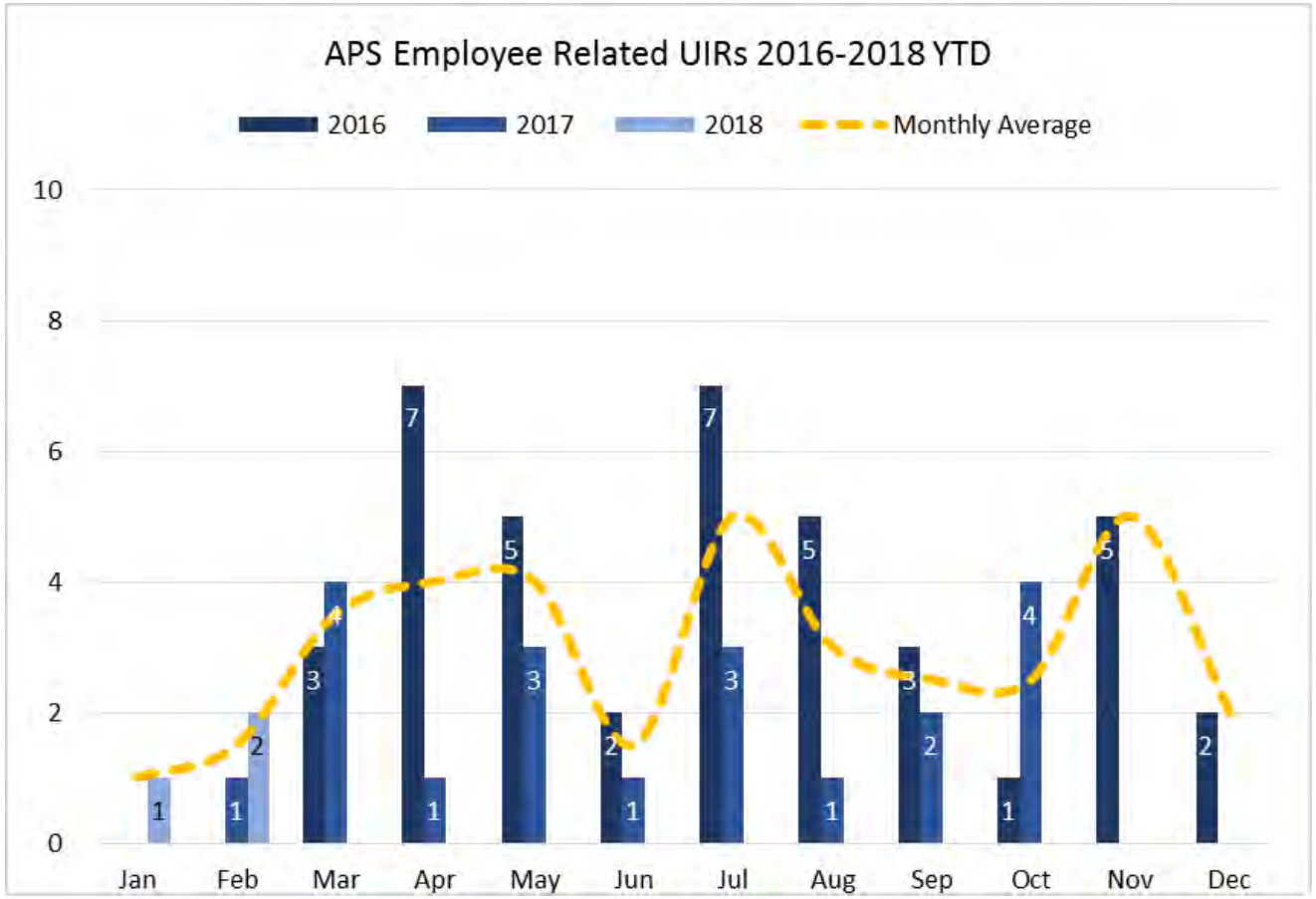
Limited Safety Training

New Safety Policy Release

Analysis

Avg. Incidents 3/mo.

Likely Underreporting

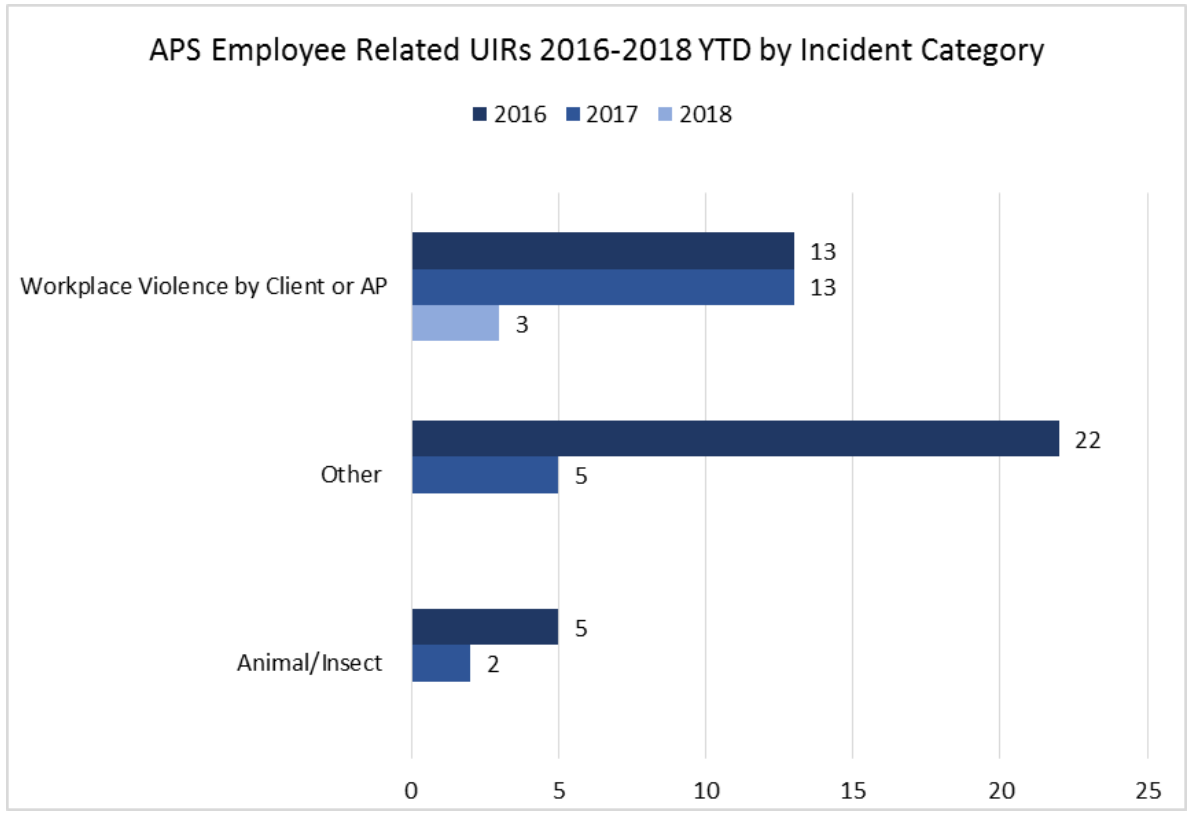


Analysis

43% “Workplace Violence”

10% “Animal/Insect”

47% “Other”



Analysis

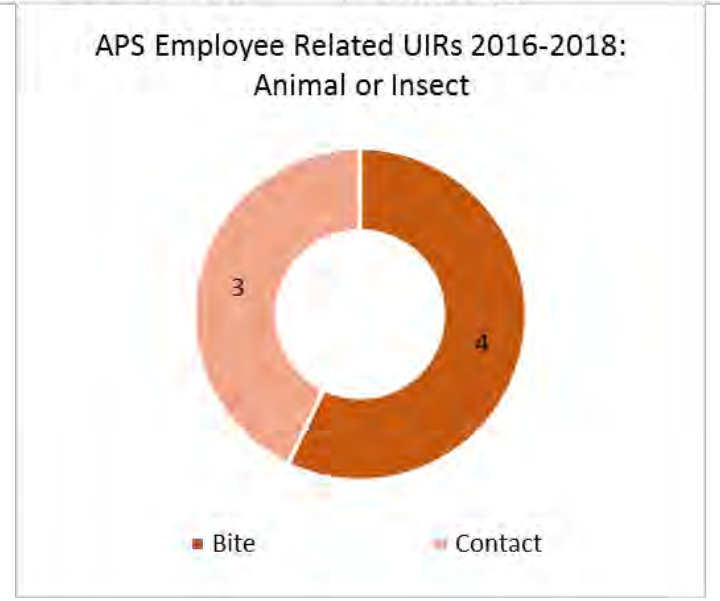
11 Verbal Threats

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”

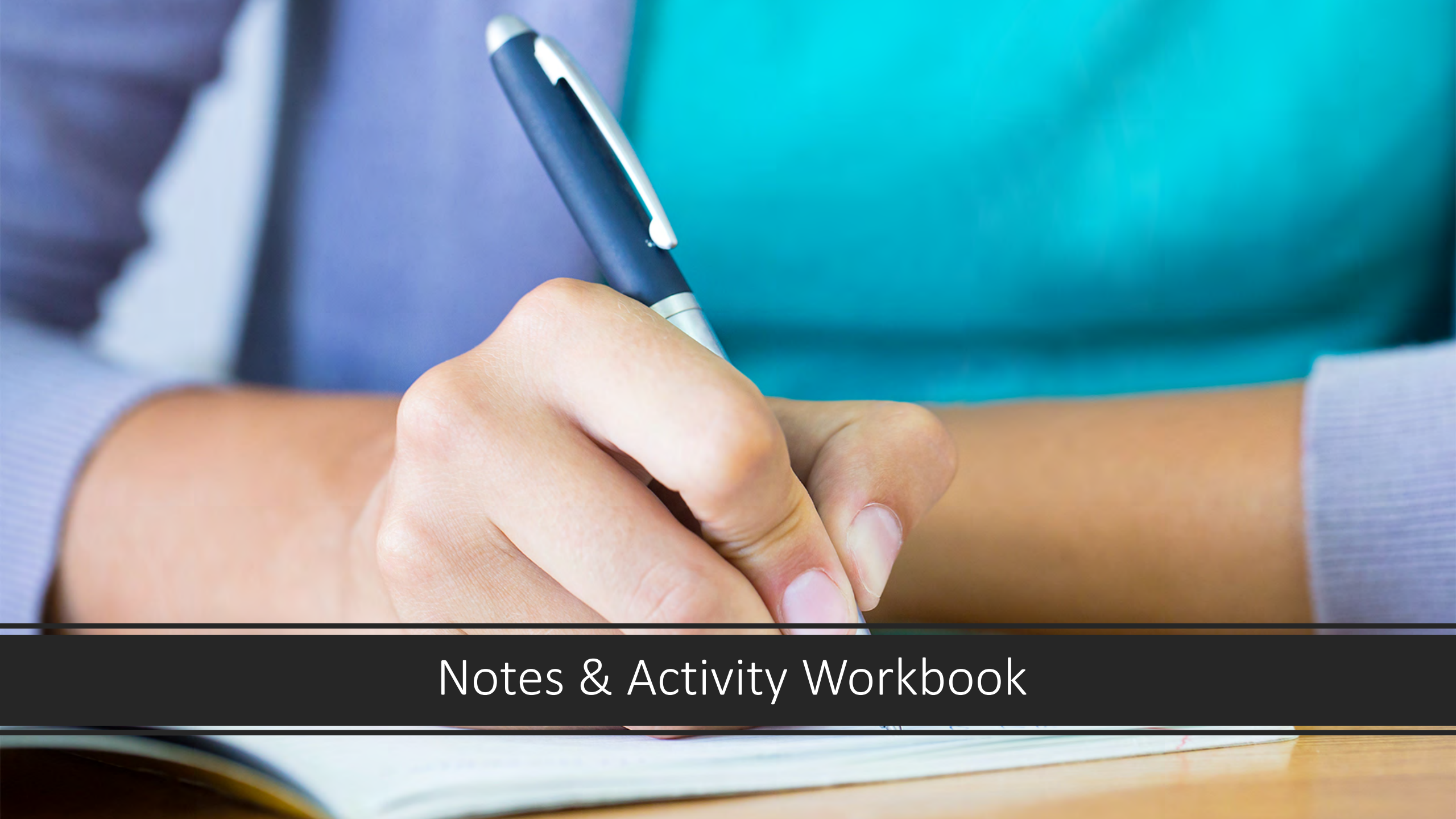
Safety Risks

- 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



Notes & Activity Workbook

Computer Based Learnings (CBTs)

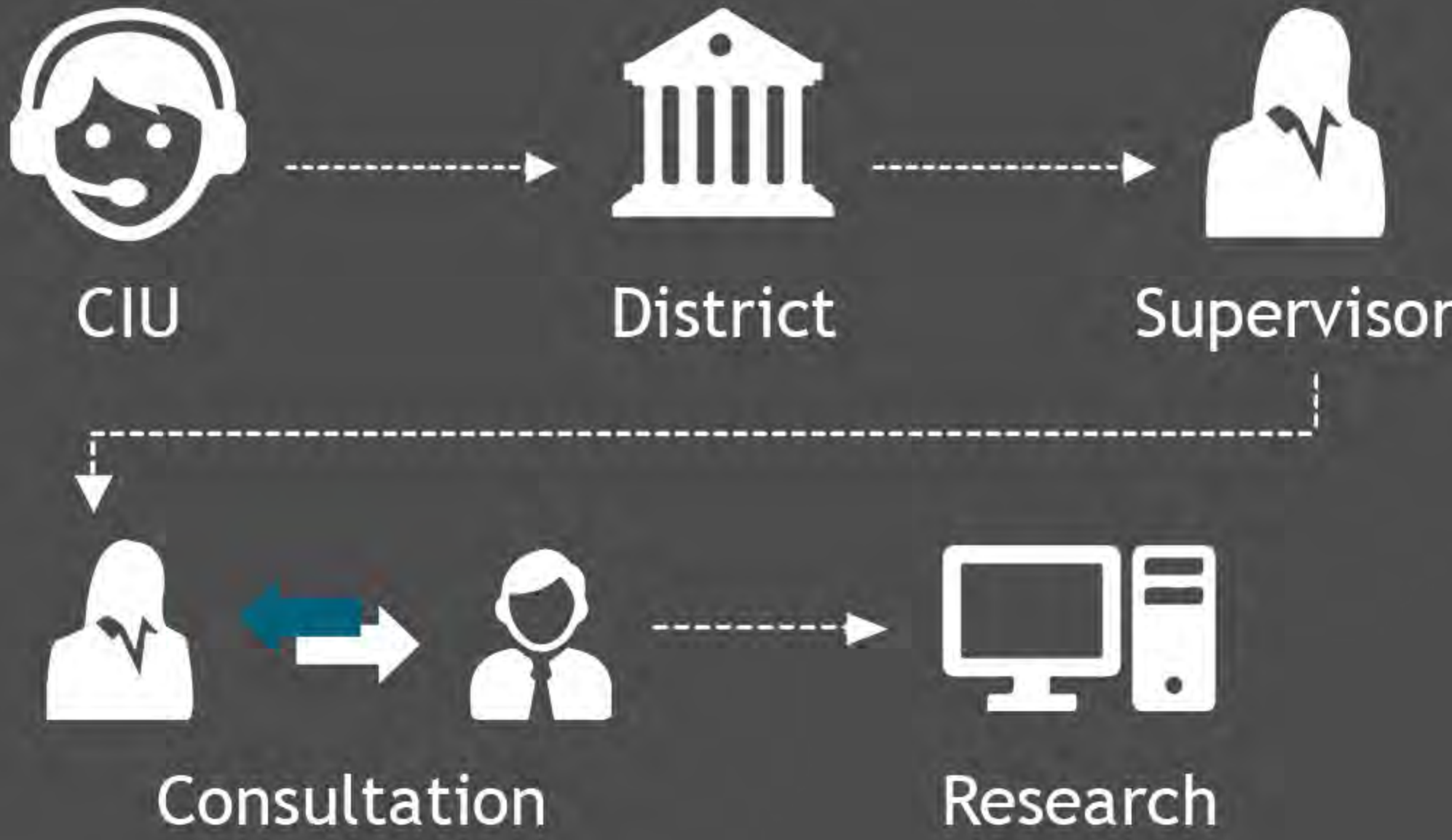
CBT 1 – Planning Precautions

Case Intake & Review

Safety Consultation

Safety Desk Aid

Research


CIU
District
Supervisor
Consultation
Research

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 assignment 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 suicide attempt or violence towards others
- History (2+ years ago) of drug activity in the home
- Presence of pests

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
- Hoarding behaviors limit accessibility making home unsafe to navigate
- Experiencing homelessness but limited information provided to locate
- History of serious, non-lethal physical harm to another
- Present communicable disease or blood borne pathogens
- Visit is outside normal business hours
- Location is extremely isolated or dangerous
- Limited mobile device reception
- Medication noncompliance that may impact behavior

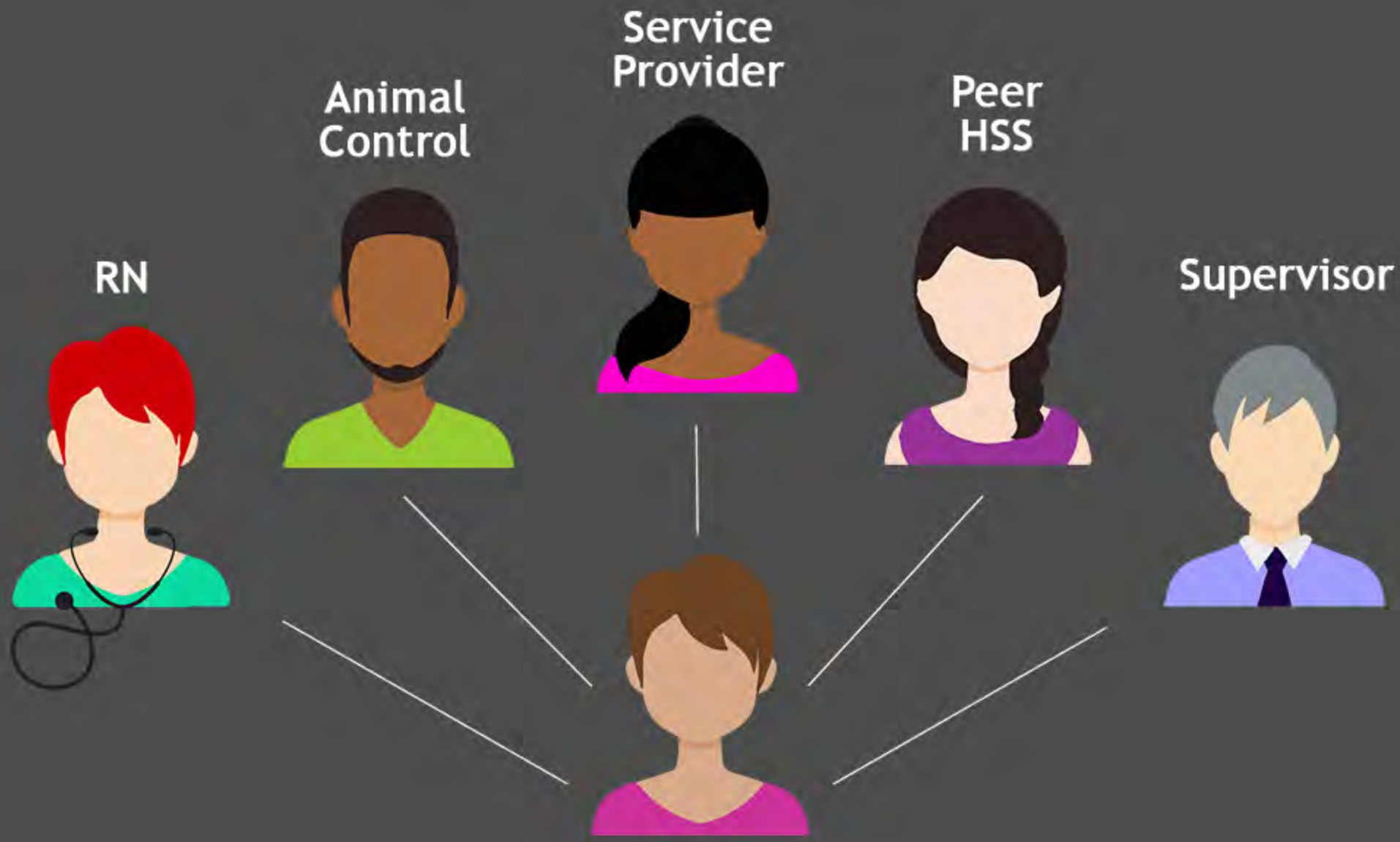
Safety Issues – High: **Supervisory Consultation Required

- Active drug activity in the home
- Danger to self or others with plan and intent
- Serious (potentially lethal) suicide or homicide attempt within the past week
- Unsecured weapons in the home
- Animal hoarding: Excessive animal urine or feces
- Active restraining orders
- Unexpected or unreported strangers in the home that may pose threat
- Unsecured, uncontrolled 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/verbal aggression toward APS professionals and/or other service providers
- Serious structural concerns in home environment
- Command hallucination(s) instructing harm to self or others

APS policy prohibits going into or remaining in the environment if any of the following safety issues are present:

- Individual exhibits unusual/dangerous behaviors or aggressive anti-government mentality
- There is evidence of illegal activity in the home
- Physical, written, or verbal threats against the current APS professional
- Home is deemed uninhabitable by a governing authority
- Significant pest infestation
- "No Trespassing" signs
- There is evidence of a current active violent dispute in the home, and/or actual violence is exhibited toward the APS professional
- Suspicion of an environment in which volatile, toxic, or flammable chemicals are found 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/or presence of bodily fluids throughout the home

When moderate or high safety issues are identified, a supervisory consultation shall occur to develop a plan for HSS/HSW safety and shall be documented in the "Safety Issue for Case Worker Detail" section of the Case Information page in AZAPSS.


Service Provider
Animal Control
Peer HSS
RN
Supervisor

Research Information

APS Case Information

Court Information

Demographics

Health Information

CBT 2 – Arrival Safety

Scheduling

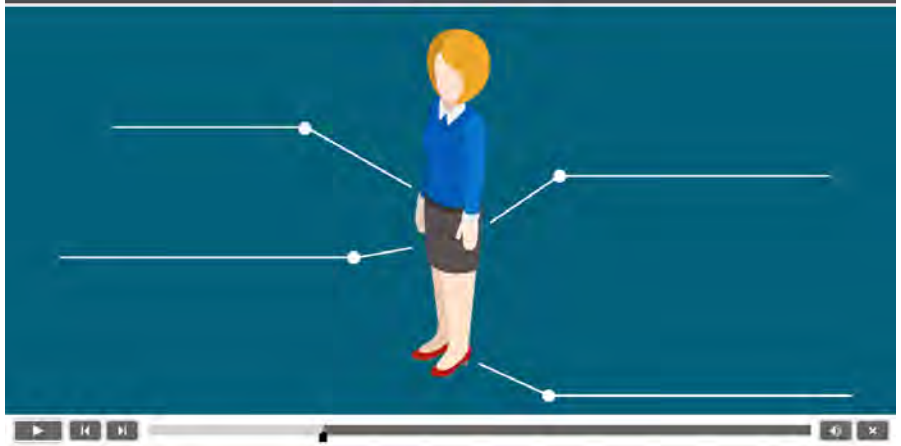
Communications

Travel Safety

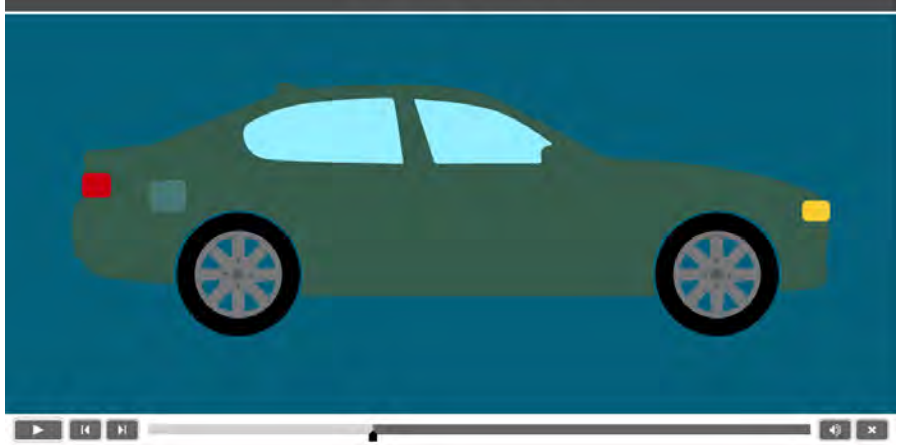
Parking

Initial Entry

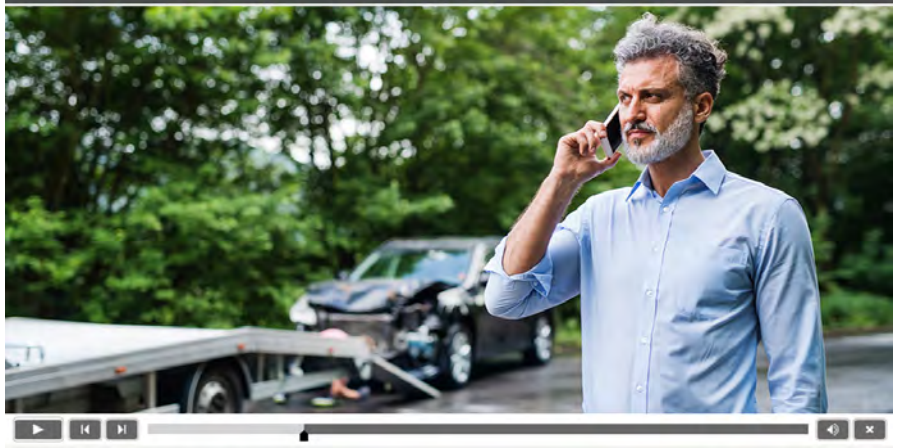
Personal Attire



Vehicle Safety



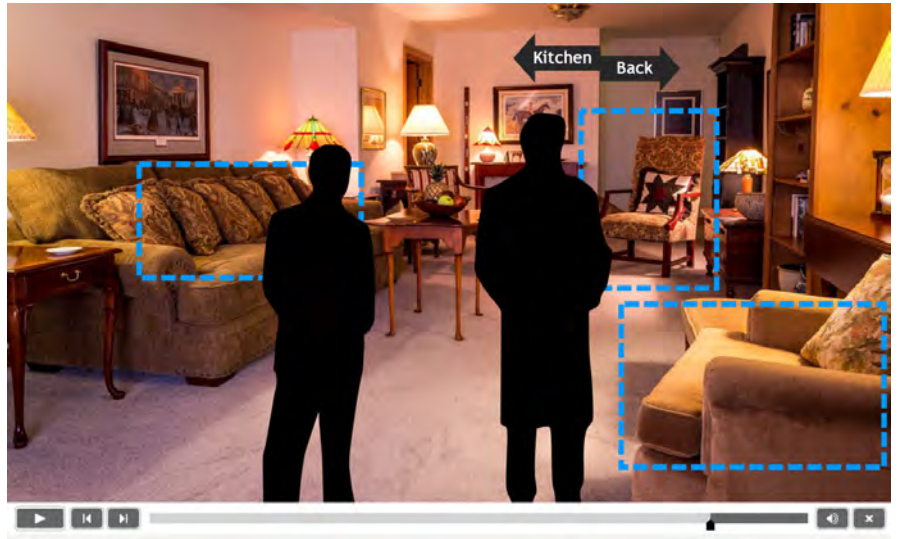
Communications



Time and Location

HOME

PRIVATE PROPERTY
NO TRESPASSING


Kitchen
Back

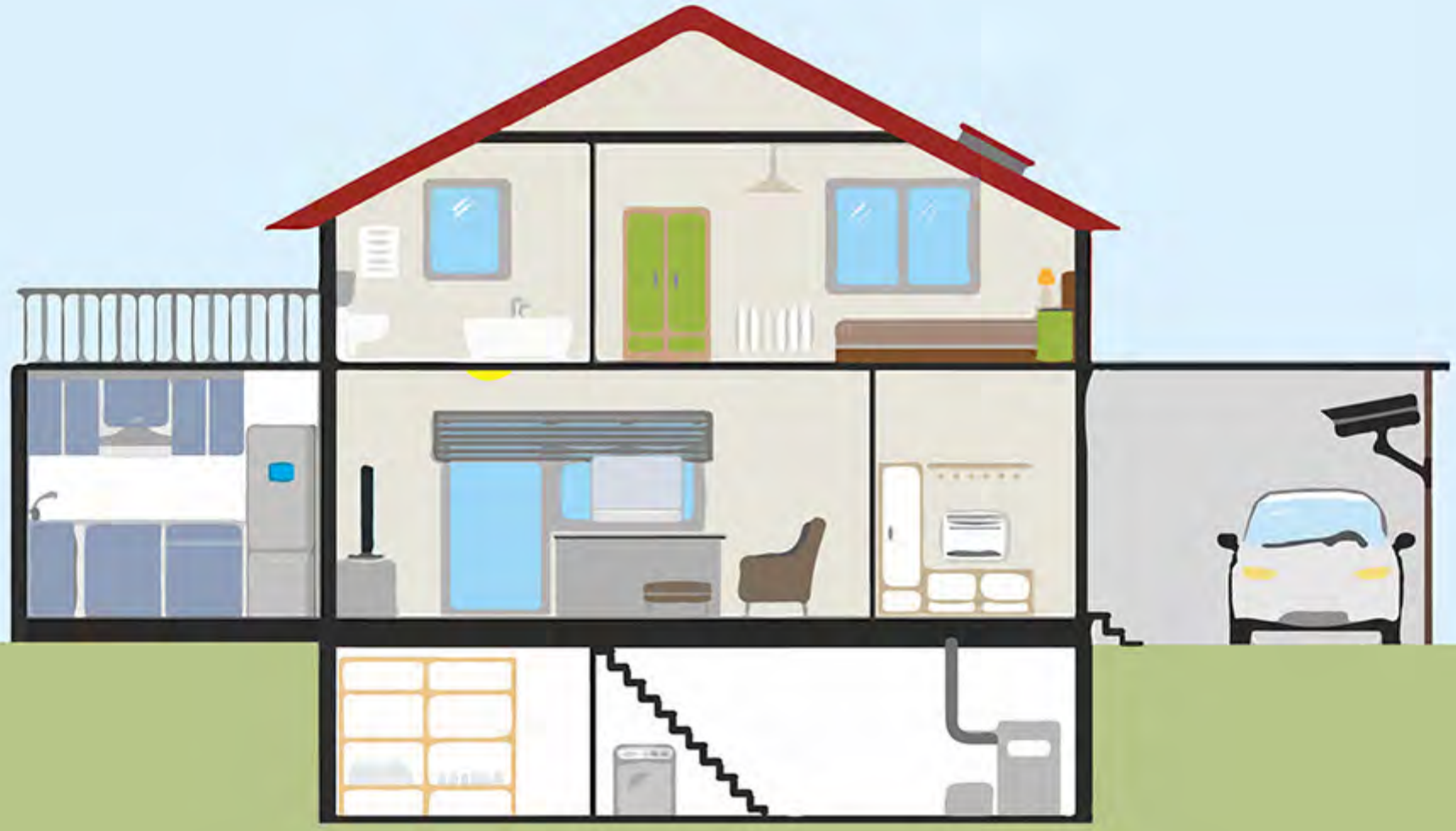
CBT 3 – Environmental Risks

Faulty Structures

Animals & Parasites

Mold & Asbestos

Drug Manufacturing



CBT 4 – Behavioral Risks

Body Language

Aggression

Threatening Behavior

Drug Use

Mental Health

De-Escalation

Overview

Next Section

CBT 5 – Clinical Risks

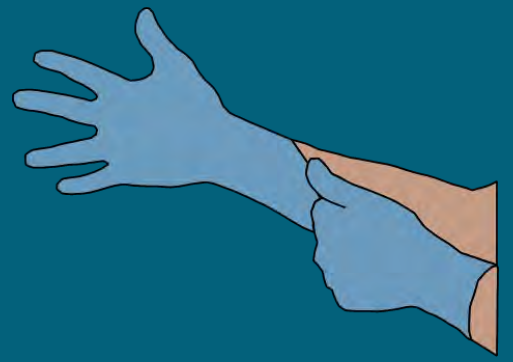
Communicable Diseases

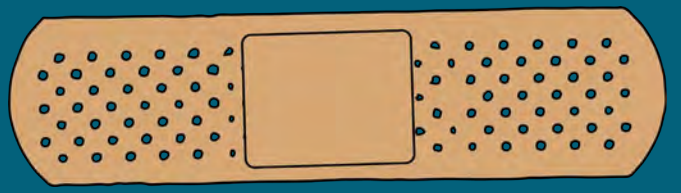
Bloodborne Pathogens

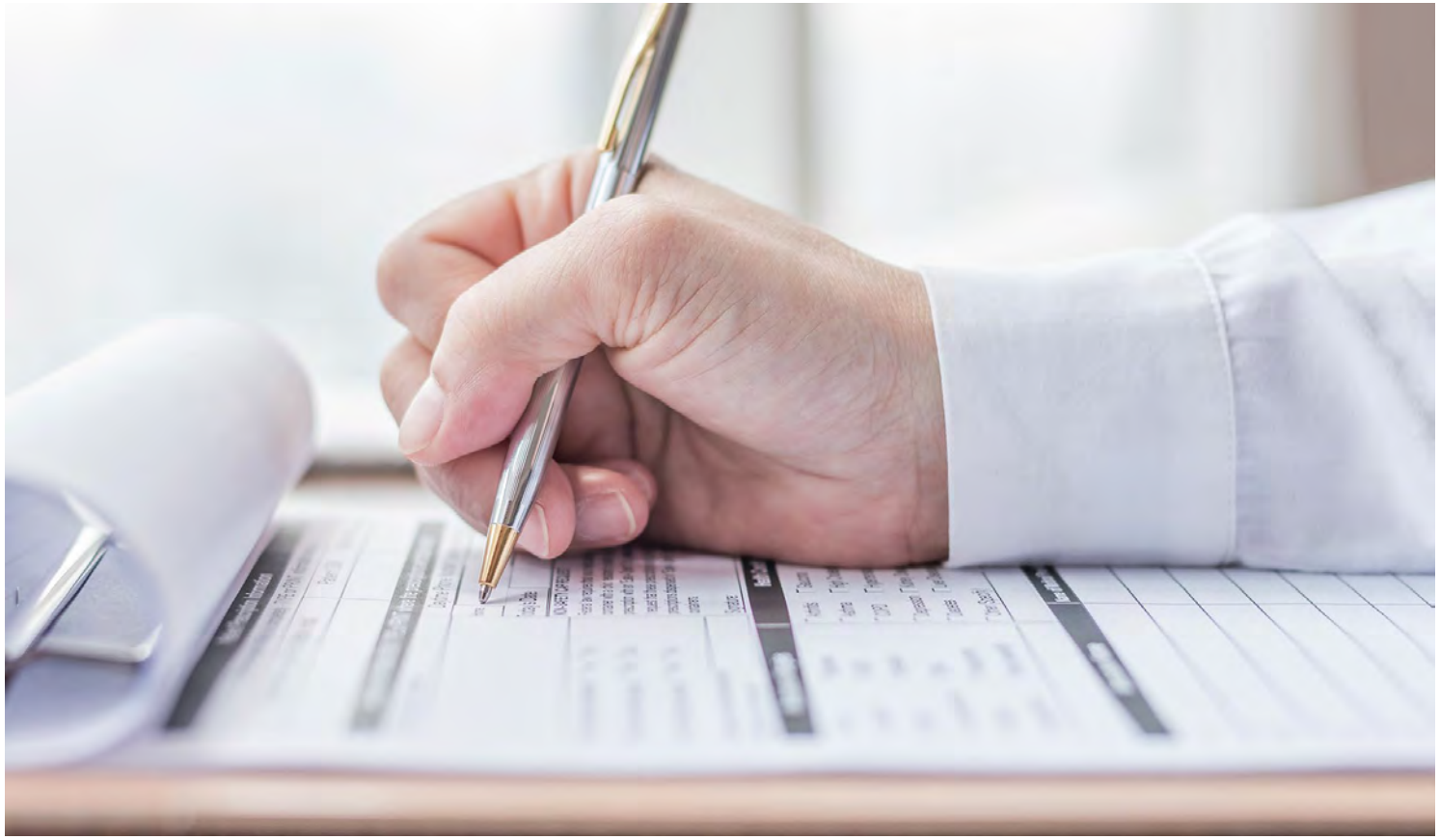
Universal Precautions

Transmission Modes

Protective Equipment







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

Behavioral 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

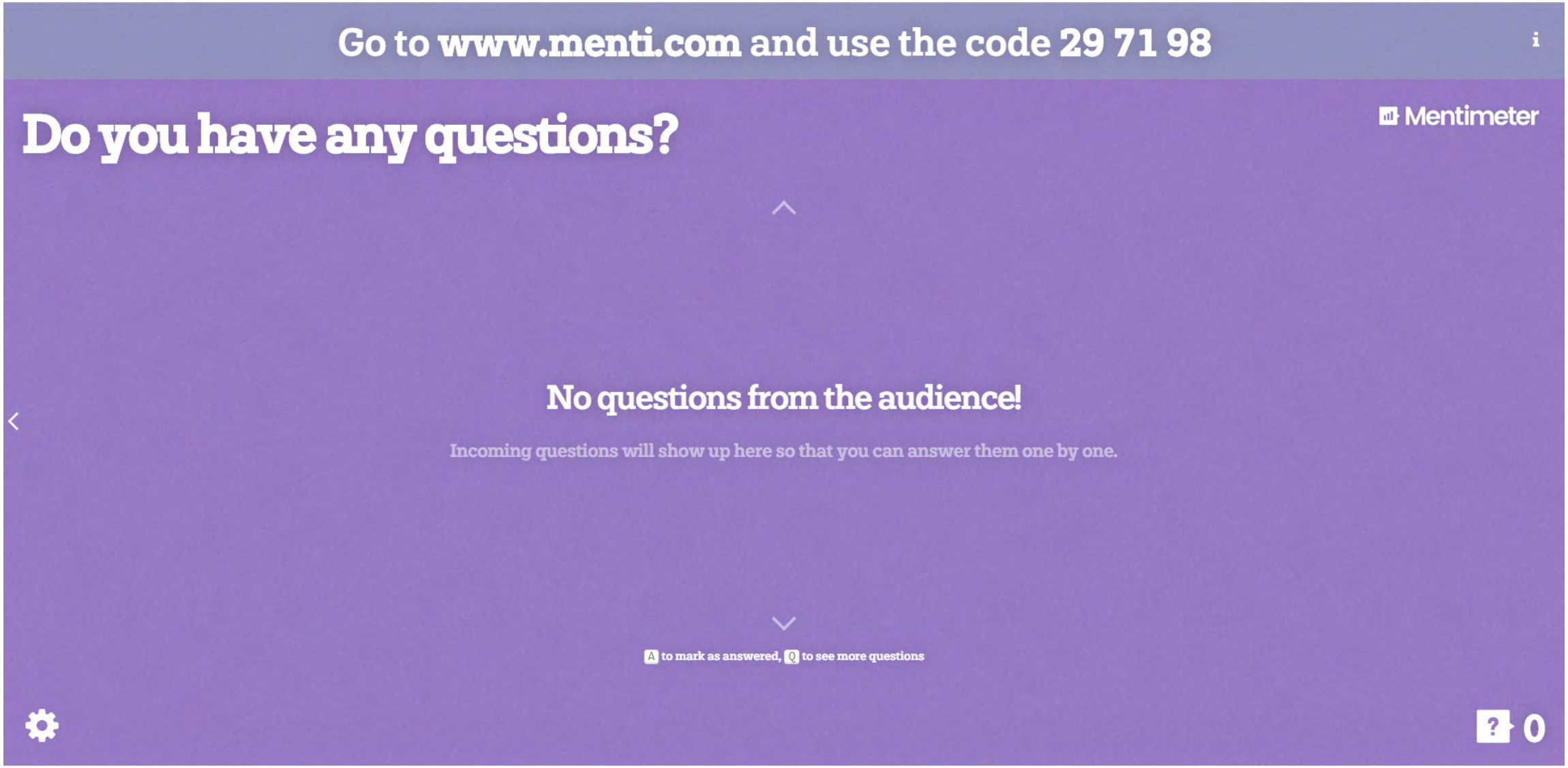
Q/A

References

Ghesquiere, Angela, Stacey B. Plichta, Caitlin McAfee, and Geoff Rogers. 2018. “Professional Quality of Life of Adult Protective Service Workers.” *Journal of Elder Abuse and Neglect* 30(1): 1-19.

National Association of Social Workers (NASW). 2004. *Social Workers and Safety*. Accessed on July 31, 2019.https://www.socialworkers.org/LinkClick.aspx?fileticket=ESTCCZA4HAE%3d&portalid=0

Williams, Sharon E., Nicholas I. Quienton, Alan Kirk, and Takeisha Wilson. 2011. “A Recent Look at the Factors Influencing Workforce Retention in Public Child Welfare.” *Children and Youth Services Review* 33(1): 157-160.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Mentimeter
No questions from the audience!
Incoming questions will show up here so that you can answer them one by one.
A to mark as answered, Q to see more questions
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