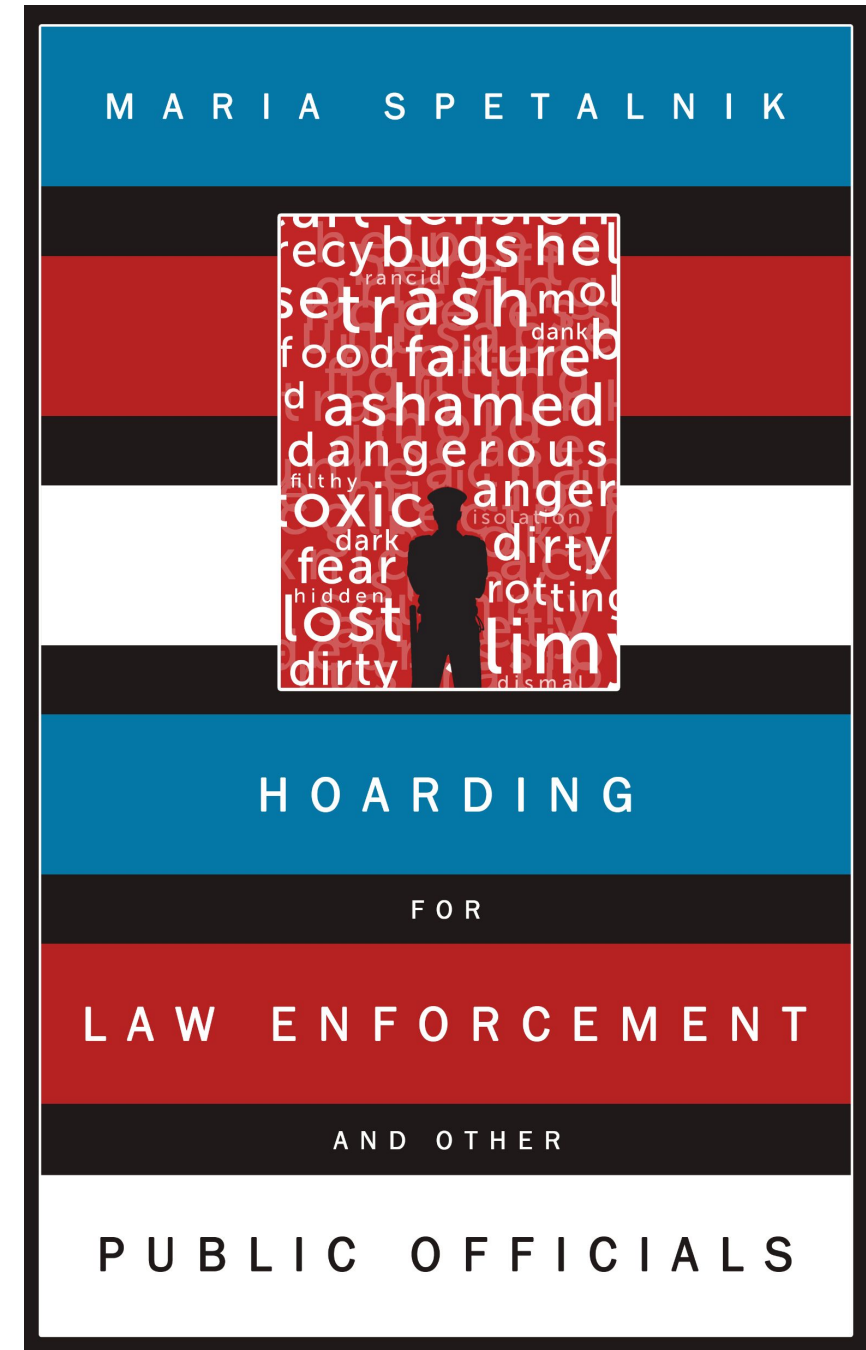


# Hoarding

## A Practical Guide To Understanding And Helping The Person Who Hoards Part 2



# Plan for today's classes

Part 2 – This is the hands on portion of the class. This section will be more specific about how to work with the person who's hoarding and what techniques will make success more likely.

Safety – both yours and theirs.

Reading the Hoard

Finding the levers


Tips and Tricks

References

Final Q&A

# Signs there may be hoarding



 COUNTY OF LOUDOUN  
To protect and enrich the quality of life for the people, neighborhoods and diverse communities

## EVACUATION ORDER

DATE: 4-4-13 TIME: 1330 CASE NUMBER: \_\_\_\_\_

LOCATION: ENTIRE HOUSE

AREA: ALL THREE LEVELS

Pursuant to the Virginia Statewide Fire Prevention Code (SFPC), all occupants of the structure/premises or place referenced above shall immediately vacate and the structure/premises or place shall remain prohibited from entry, occupancy, use, or as otherwise described. No person shall occupy, or use the area(s) referenced above until authorized by the Fire Marshal.

**REASON(s) FOR EVACUATION**

☒ Inadequate/Unsafe Means of Egress (SFPC Section 110.5)

☐ Unsafe Structural Conditions (SFPC Section 110.5)

☐ Hazardous Electrical Conditions (SFPC Section 605.1)

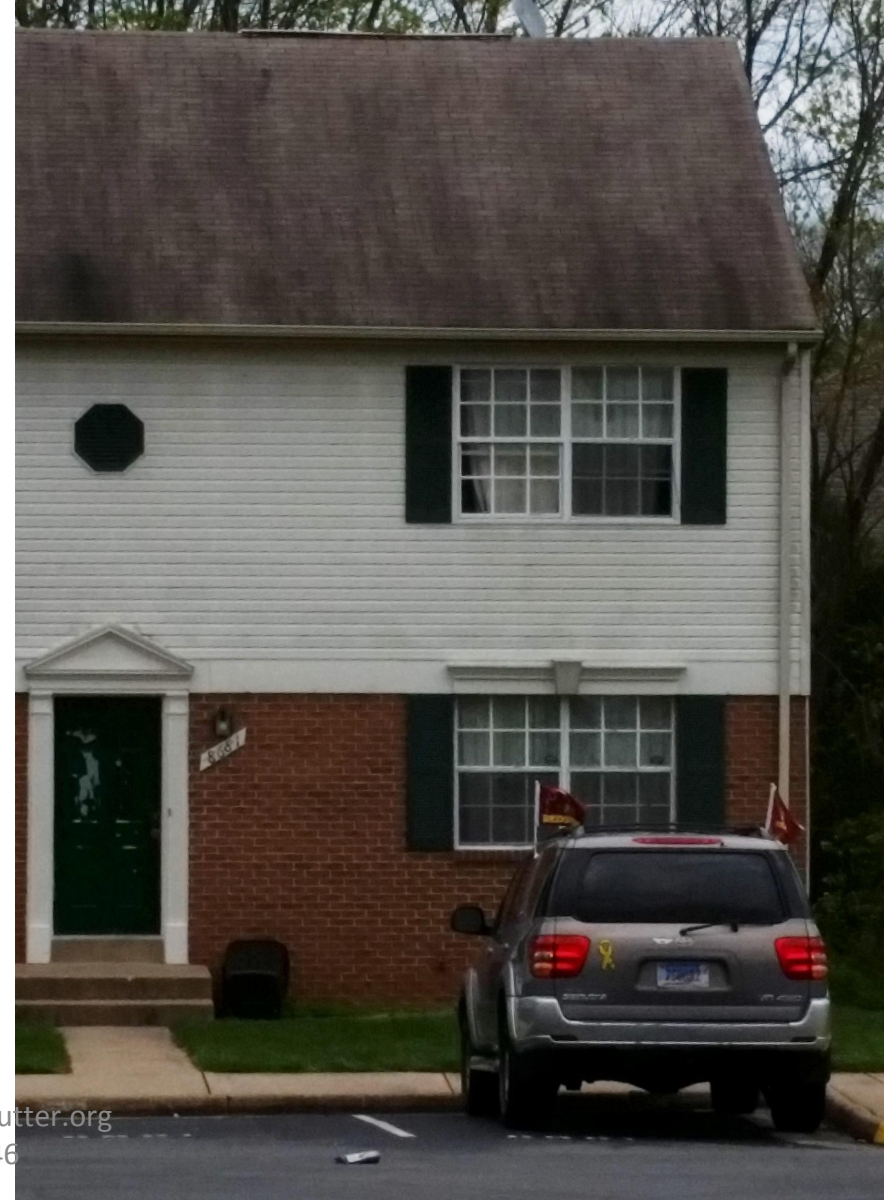
**NOTICE:** Any person who refuses to vacate, interferes with or ignores an evacuation order, or continues any operation or unauthorized occupancy of the area(s) referenced above, shall be subject to criminal and civil penalties.





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Conquer  
the clutter





















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# Fire Safety

# Egress

























# Structural Damage











# Combustibles

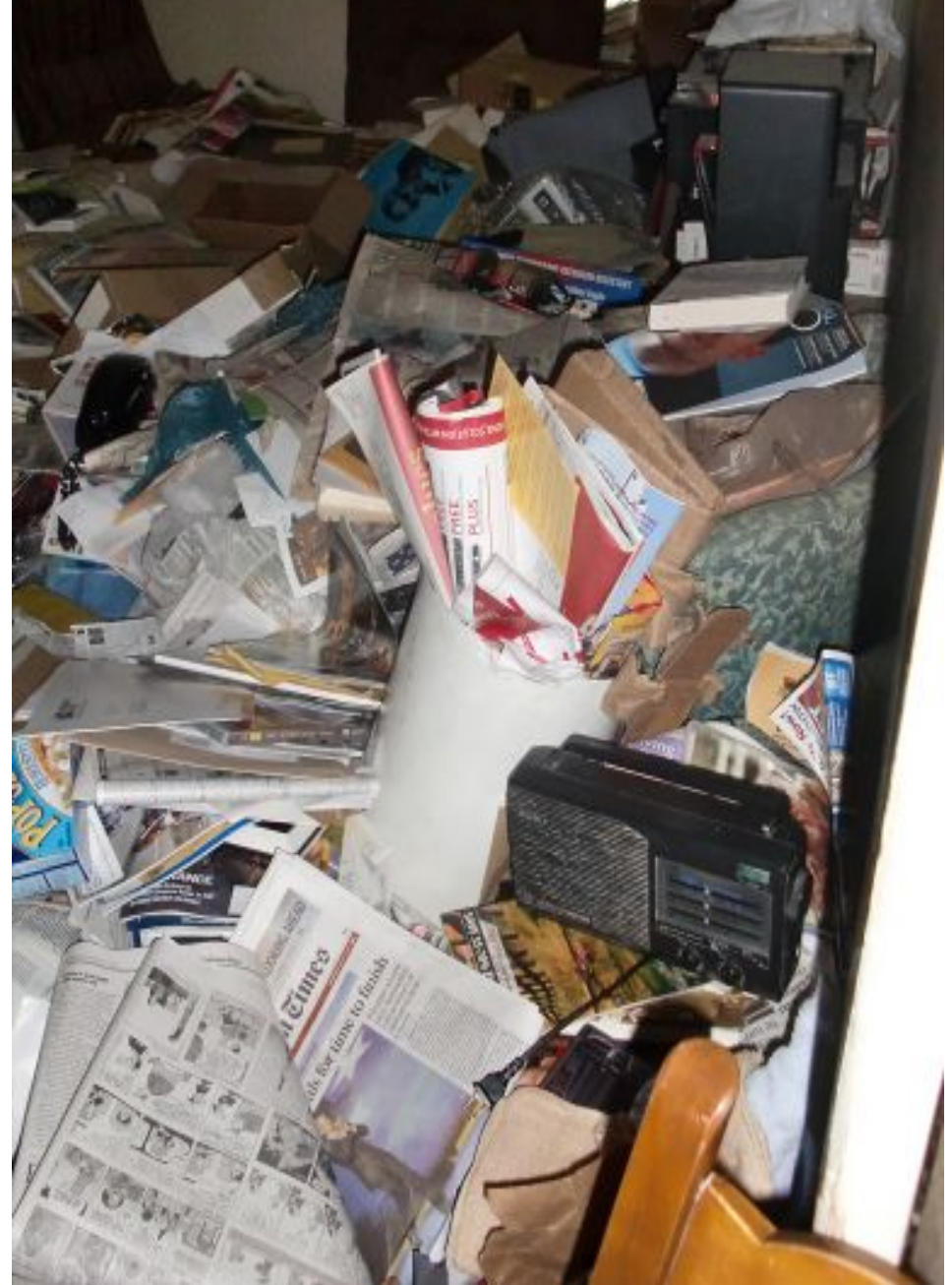






















# Sanitation











# Kitchens



























# Additional Officer Health And Safety Concerns



# Goat Trail



# Hiding Places











# Needles and drugs



# Meet Fluffy





# Pests





















# Mold and dust



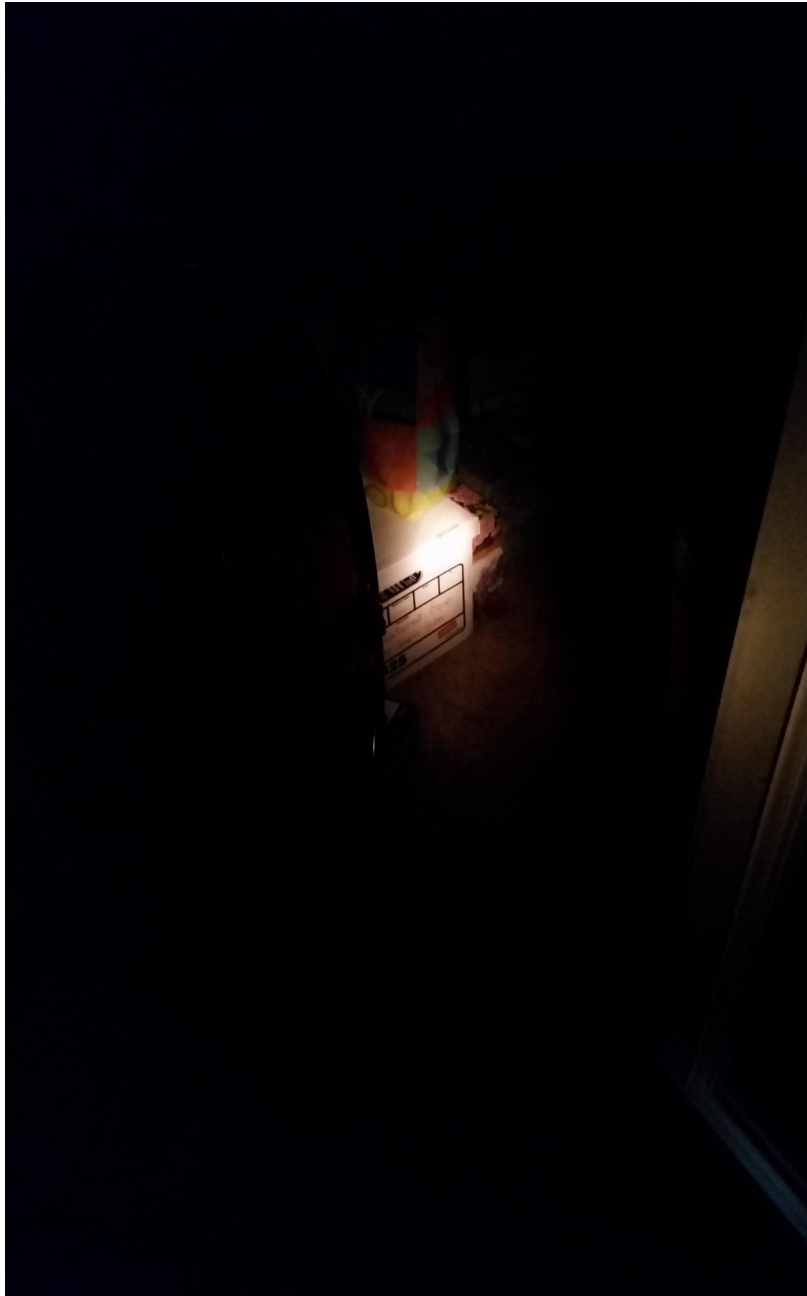


# Dark/blocked windows











# Cars



# Working with someone who Hoards



# Your Reaction

Your reaction sets the tone for the entire interaction.







# The Enemy of my enemy...

Could be YOU.

Family will often rally around the hoarding person and see you as picking on them. Aggression can escalate so keeping things civil and calm will be extra important.

Once you are no longer the enemy, they may attack each other. Verbal or not.





# Don't

- Say “Just do it”
- Be a nagger
- Talk down to the person
- Ridicule
- Criticize
- Exaggerate consequences
- Act shocked or as if this is insane
- Ask “Why” questions



# Do

- Recognize that they are embarrassed and would really prefer you were not seeing their situation.
- Act as if their situation is normal (it is to them)
- Realize that their emotions are represented by their “stuff”. Each pile is a pile of anger, sadness, hopelessness, or fear.
- Give your full attention to them when they are speaking so that they feel that you are not criticizing their environment
- Listen without judgment and with an open mind
- Take a walk



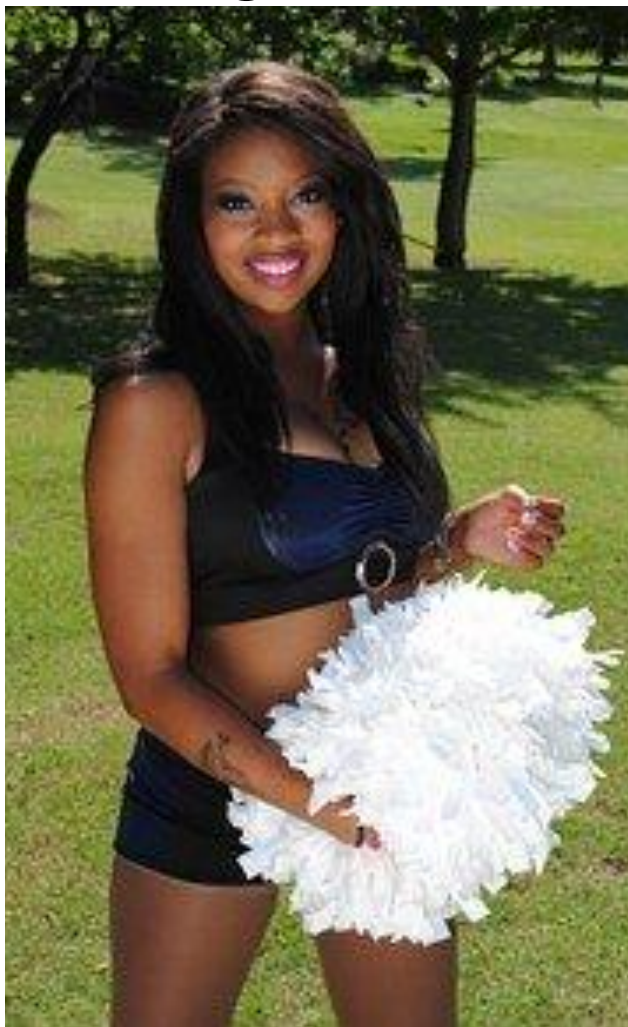
# Stages of dealing with someone who Hoards

Often you will deal with the same person several times.  
If so, you will probably go through several of these stages – sometimes more than once.

These may not show up in this order and you may ping-pong between them.

# Stage 1

## Offering Encouragement





# Stage 2

Being disappointed with failures and backsliding



# Stage 3

Irritation with rate of progress





# Stage 4

Withdrawing to avoid expressing anger



# Results of Creativity experiment



Most Recently...



# Reading the Hoard

What they collect can tell you how they think.

Paper – try logic arguments

Dolls – try emotional words

Crafts – reality check

Accidental Collection - Donation Approach

Future Worth - Reality Check

Invisible – Change of Perspective

There are many types of language you can use, so pick the one that is most likely to resonate.





# Language and learning styles

- Visual – learns by seeing it done or reading instructions
  - Auditory – learns by listening to a description
  - Kinetic – learns by moving themselves in space (tap foot, etc)
  - Tactile – learns by doing – physically touching items etc
- 
- Speak using their language style.
    - Visual - “I see what you mean”
    - Auditory – “I hear you”
    - Kinetic – “What moves you to action?”
    - Tactile – “”How does that feel?”

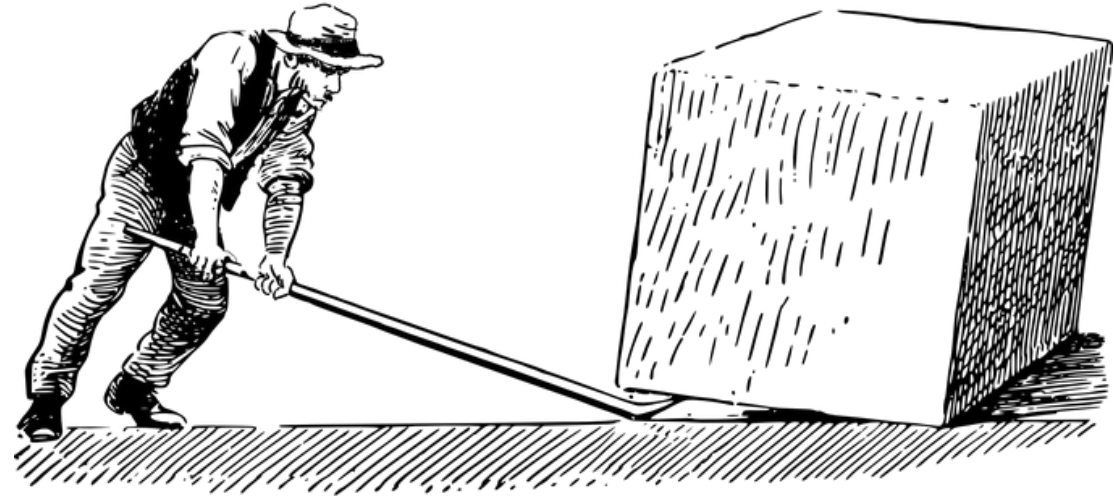
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- 
- Learning styles
    - Visual – Give them written instructions
    - Auditory – Call them with reminders
    - Kinetic – Suggest talking while going for a walk
    - Tactile – Show them how to do it



# Levers

- A lever is something that “speaks” to the person and helps them connect to the desired behavior.
- Reading the hoard may help start the discussion but a lever moves them toward the desired action.
- You will probably not know the levers that will work best until and unless you work actively with them to clear out the hoard.



# Levers in use

## Dennis



## Doreen







# WHY?

This question will set you back faster than any other.

1. Takes the other person out of the present and into the past
2. Forces justification
3. Once justified, much harder to get out of their entrenched position





# A Few Options to Why

- What does keeping that \_\_\_\_\_ do for you?
- Does keeping it help you move forward toward your goal of \_\_\_\_\_?
- What benefit is there to keeping this?
- Can we set some rules for what to keep and what to let go?
- How many is a reasonable number of \_\_\_\_'s to keep? (start with Imelda Marcos)
- What purpose does this serve for you?

# The Best Friends Game





# Monitoring Hoarding behavior

- In regular visitation plan
- Outside company

Places and points in time

- Physical
- Telephone
- Skype or similar online platform





# Remember!

Just because a person hoards  
they are not necessarily a bad  
parent, spouse or child

Removing the loved one from the  
person can make the situation  
worse. Everyone needs to be  
removed for safety but as long as  
the new location is not hoarded  
keeping a good family together is  
usually best





# The Best Friends Game





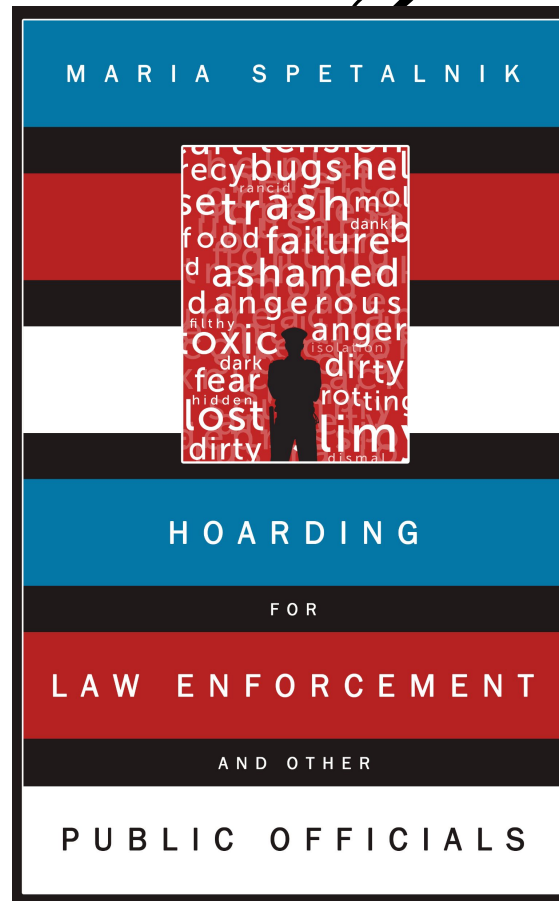




# Building the team

- Creating the rules
- Who should/can be on the team
  - Training the team members
    - Understanding your role on the team (each person including family, etc.)
    - Understanding the condition itself
    - Understand not a small problem or a quick fix
    - How to work with Code Compliance/Fire Marshall
    - Do's and Don't of working with people with collecting behaviors
    - Stages of dealing with someone who hoards
    - Managing expectations
    - Self care

# *Thank you*



# Collector

- Consciously works to improve collection
- Displays the collection properly
- Is willing to remove inferior items
- Knows the value of the items in the collection



# Clutterer

- The collection is running rampant
- The collection is not properly displayed
- Value of the individual item is not as important as the joy of getting it
- The collection is all over the house – in boxes in the basement/garage, etc.

# Hoarding

- Collects items that others consider useless such as trash, broken toys, etc.
- Will dumpster dive to find items to bring home to add to the collection of “stuff”
- Does not understand why others can’t appreciate their collection
- Collects everything – often including animals

# Hoarding vs. Squalor

- Squalor means that there are unsanitary conditions – urine, feces, rotting food, dead animals, etc.
- Hoarding may or may not include squalor



# Case — Fairfax Co. Virginia



- Mid-unit townhouse un-inhabitable due to structural damage caused by 17 years of accumulated materials.
- 15 full 40 yd<sup>3</sup> dumpsters removed.
- The clean-up cost \$28,920.
- First investigation Jan 13, 00.
- Empty & Secure June 20, 00.
- Sentencing October 26, 00.
- Occupancy Restored May 4, 01.