

Adult Protective Services: Five Things to Know

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Today's Objectives

At the end of the webinar, you will be able to:

1.

Summarize the role of Adult Protective Services (APS)

2.

List the type of abuse recognized in Oregon

3.

Describe ways to collaborate with Adult Protective Services

How many years have you been a case manager, service coordinator, worked for ADRC, or in this field in general?

- Less than six months?
- Six months to two years?
- Two to five years?
- Over five years?



What are Adult Protective Services?

APS Specialists and Case Managers or Service Coordinators



- The APS Specialist provide protective services for situations that meet the definition of abuse
- Case Managers and Service Coordinators provide direct services

ALL share the same APD Goal:

Ensure the safety and protection of the population we serve with a focus on prevention

APS conducts a specific set of activities

- Screening
- Triage
- Consultation
- On-site assessment
- Investigation
- Interventions
- Writing a Report
- APS risk management

How many investigations were completed by APS in 2015?

- A. 1,499
- B. 4,258
- C. 16,857
- D. 32, 497



What is Abuse?

Types of Abuse: Physical Abuse



- Using physical force that may cause pain or harm
- A physical injury that is not an accident

Types of Abuse: Neglect



Not providing basic care or health and safety to a vulnerable person when there is a responsibility to do so.

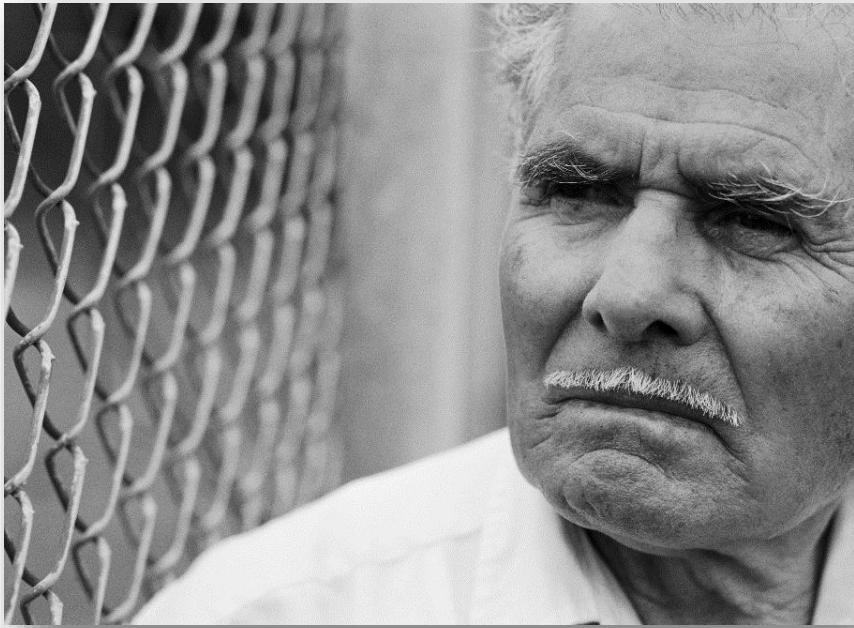
Types of Abuse: Self-Neglect



Self-Neglect does not involve wrongdoing

Self-Neglect does involve harm or risk of harm.

Types of Abuse: Abandonment



Deserting, or leaving a person for whom you have agreed to provide care resulting in a harm, or a risk of serious harm.

Types of Abuse: Verbal or Emotional



Written, spoken, or gesture directed to the vulnerable person causing significant anguish or distress

Types of Abuse: Financial Exploitation



Taking money, things, or property without permission

Taking medication from the person

Not spending the person's money for their benefit

Types of Abuse: Involuntary Seclusion

Restricting contact or activities with family or friends

Restricting phone, email, or mail

Restricting movement by limiting to an area of the house



Types of Abuse: Physical or Chemical Restraint



Using medication to get a person to sleep early for the convenience of the caregiver

Tying a person to a chair or bed

What is **not** abuse in Oregon?

- A. HCW borrowing consumer's Vicodin for headaches?
- B. Locking consumer in bedroom all day?
- C. HCW and consumer becoming a consenting sexual couple?
- D. HCW and consumer both mutually swear when they talk to each other?



When do I call Adult Protective Services?

What is the difference?

OPI Case Manager or Service Coordinator

- Coordinate services
- Voucher issues

APS Specialist

- Provides Protective Services of
 - Investigation
 - Risk assessment
 - Intervention
- Does not provide direct services

Generally stays with the case manager when:



The outcome for the consumer borders on the definition of abuse

The issue is a skills, ability, and knowledge

Some situations need you and APS to be involved

Generally refer to APS when:



The situation clearly rises to the definition of abuse

There is or is a possibility of significant negative outcome or consequence

When borderline abusive behavior continues

Physical Abuse

CM, SC, ADRC Staff

- Accidents
- Rough handling due to lack of skills, knowledge, and ability to perform job *when there is not a significant negative outcome or harm*

APS Specialist

- Physical harm that involves violence
- Force-feeding
- Physical punishment
- Continued rough handling despite education
- Rough handling related to wrongful conduct or significant negative outcome

Neglect

CM, SC, ADRC Staff

- Housekeeping skills
- Education about proper care, such as peri-care
- Not following a care plan (with no negative outcome)
- Skills, knowledge and ability issues about care

APS Specialist

- Not giving medications as prescribed and risk or harm results
- Not following care plan that results in harm or injury to the person
- Continued problems providing care despite education and training

Abandonment

CM, SC, ADRC Staff

- Leaving an individual with someone willing and able to provide care
- The individual falls while the HCW takes a bathroom break

APS Specialist

- HCW quits job on-the-spot leaving with no one present to provide necessary care or plans for care.

Verbal Abuse

CM, SC, ADRC Staff

- Bickering
- Poor social skills
- Borderline family verbal domestic violence in which victim does not want to take action

APS Specialist

Use against person of:

- Intimidation, bullying
- Threats, using verbal violence
- Patterns of emotional psychological abuse
- Intense verbal attacks

Financial Exploitation

CM, SC, ADRC Staff

- Forgetting to return change (first offense), but returning it later
- Accepting gifts
- Inaccurate time sheet for voucher

APS Specialist

- Missing medications, such as OxyContin or other narcotics
- Using the person's ATM card without permission.
- Theft
- Using person's money for purposes other than the person's care

Involuntary Seclusion

CM, SC, ADRC Staff

- Asking the individual to stay in their bedroom while carpets are cleaned
- HCW is not aware that 'bedtime' is seclusion and is willing to obtain education
- Restraining order against son. HCW called police when son visited. Son arrested.

APS Specialist

- Ordering individual to stay in their bedroom. Behavior does not change with education
- Isolating individual from people s/he wants to see
- Punishing client by restricting access to home

Wrongful Restraint

CM, SC, ADRC Staff

- Individual requests medication to assist with sleeping.
- Using protective hold to keep the individual from stepping into traffic.

APS Specialist

- Using medications for the convenience of the caregiver, e.g., sleeping medication, laxative.
- Tying to a chair or bed – for any reason.
- Raising bed rails preventing the individual from getting out of bed.
- Providing illegal drugs .

Sexual Abuse

Law Enforcement,
CM, SC, ADRC Staff

APS Specialist

Typically, sexual abuse complaints and concerns about sexual harassment or exploitation should be referred to APS

Remember:

Provider-to-Consumer sexual relationships *are abuse* unless the two individuals are spouses

Discussion: What do you do?

As you talk with the individual you learn:

1. There have been medication irregularities for months.
2. The HCW explains away the inconsistencies.
3. The individual's pain was well-controlled before the HCW was hired.





Why is Self-Neglect different?

Self-Neglect

CM, SC, ADRC Staff **AND** **APS Specialist**

- To consider:
 - What is the best benefit to the consumer?
 - Who has a relationship with the consumer?
 - Who has resources to reduce the risk?
 - Is there serious or imminent risk?
 - Is the consumer functionally capable?

What do you think?

- A. Can APD make an adult stop drinking too much alcohol?

- B. Do case managers give up?



How can we support each others' work?

APS supports case managers and service coordinators and ADRC Staff through:

- Specialists staff cases in Local offices
- Providing technical assistance by email
OAAPI.APSTechAssistance@dhsosha.state.or.us
- Intervening on staffing about involuntary interventions, such as guardianship or commitments

With whom might you staff the following?

You referred to APS and it was screened out and you disagree:

- A. Your supervisor
- B. APS Specialists to understand more why not.
- C. Send an email with the facts to OAAPI:
OAAPI.APSTechAssistance@dhsoha.state.or.us
- D. All of the above.

Let's Review!

What are APS Services?



Activities to investigate and prevent abuse and self-neglect for the populations APD serves

Let's Review!

What is Abuse in Oregon?



There are 8 types of abuse and Self-Neglect

- **Physical Abuse**
- **Neglect**
- **Abandonment**
- **Verbal or Emotional Abuse**
- **Financial Exploitation**
- **Sexual Abuse**
- **Involuntary Seclusion**
- **Physical or Chemical Restraint**
- **Self-Neglect**

Let's Review!



When do I call Adult Protective Services?

The health and safety of consumers is shared by all of us.

However, if the situation doesn't feel right, despite your suggestions, call Adult Protective Services.

Let's Review!



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Why is Self – Neglect Different?

Self – Neglect is not abuse

Self – Neglect does not involve another person doing harm to the individual

Let's Review!



How can we support each others' work?

Communicate!

Tune in Next Month for.....

Mandatory Reporting and You – Get the Facts

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1:30 PM



Thank you!

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OAAPI

Office of Adult Abuse Prevention & Investigation

 **DHS** | Oregon Department
of Human Services

 **Health**
Authority