

# DDD MEMBER UPDATE

DIVISION OF DEVELOPMENTAL DISABILITIES  
SUMMER 2018

## **A Word from Maureen Casey** Assistant Director Division of Developmental Disabilities



I'd like to take this opportunity to introduce myself. I am the new Assistant Director of the Division of Developmental Disabilities (DDD). I'm excited and passionate about the opportunities that lie ahead for all of us. My background as a parent, an advocate, and a parent leader helped prepare me for this role. There are many opportunities for change. These include an integrated approach to providing health care, helping government change, and increase participation with community stakeholders.

Support Coordinators are your main link with the Division. Your Support Coordinator will listen to your needs. He or she will assess your individual situation. They will help you to develop a plan that is specific to your, or your family members' needs. You will be linked to vital supports and services.

This process helps to put members and families on a path. The path is part of a journey to fulfilling your vision for the future. The journey requires work. It requires commitment. Your Support Coordinator will be with you on this journey, right by your side.

I'm very proud of the work the Division does. I'm a passionate advocate. I will work tirelessly toward the Division's goal of ensuring Arizonans with developmental disabilities lead self-directed, healthy, and meaningful lives.



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

## Heat Hazards

Summer HEAT is back! Hot weather can be life-threatening. Use common sense. Many activities that were fine in cooler weather can be deadly during the hot weather months. HEAT STROKE, HEAT EXHAUSTION, and MUSCLE CRAMPS are serious and possibly life-threatening. These conditions can occur when someone gets more hot weather than their body can handle.

### AVOID A TRAGEDY:

- Never leave people or animals in a vehicle — not even for a second! Temperatures in a car can reach 130°F - 150°F within the first 5 -15 minutes — even if the outside temperature is only in the 80's!
- Provide fluids! Water is best. Avoid sweet drinks, caffeine, and alcohol.
- Wear loose fitting, light colors, light fabrics, long sleeves, and a hat.
- Avoid the midday sun. Schedule outdoor activities before 10am.
- Do a "head-count" when going to and returning from an activity.
- Do not allow anyone to stay in outside areas for more than 15-20 minutes at a time.
- Keep plenty of water available in vehicles. Carry bottled water in all vehicles for yourself, your passengers, and for anyone who might be suffering from the heat.

- Monitor individuals with fluid restrictions. Call their doctor to increase the amount needed during hot weather.
- Medication for blood pressure, behavioral health, and allergy can decrease sweating. The human body cannot cool down with sweating.

### POSSIBLE HEAT STROKE? ACT FAST

- Response time will be critical! Call 9-1-1 Emergency Services.
- Move to a cooler place.
- Use cool, not ice water, to cool the person down.
- Offer cool fluids; not ice-cold fluids, which may cause cramps.
- Never give fluids or food to an unconscious person.
- Do not wrap the person in wet towels. It will make them hotter.
- Start CPR if the person stops breathing or pulse cannot be found.



**“Heat Hazards” is for general information only and is not a substitution for medical treatment from a physician.**

**IN ANY HEAT-RELATED ILLNESS EMERGENCY  
CALL 9-1-1 IMMEDIATELY**

## Heart Health

Heart disease is a leading cause of death. 500,000 Americans die of heart disease yearly. Plaque and hardened blood vessels develop. This makes it hard for blood and oxygen to get to muscles including the heart. Here are some things that can cause heart disease to develop:

- Smoking
- Electronic Cigarettes or “vaping”
- Being overweight or obese
- Lack of physical activity
- Poor diet (too much salt, sugar, fat); not enough fresh fruits and vegetables
- Not enough sleep or too much stress
- Drinking too much alcohol
- High Blood Pressure
- High Cholesterol

Here are some ways to keep your heart healthy.

- **Quit Smoking or “vaping”**  
<https://ashline.org/> or 1-800-55-66-222 Get free help 24/7 to quit smoking.
- **Get Moving**  
Take the stairs, take a walk, and park your car farther away. Always check with your doctor for help with any exercise plan.
- **Eat a Healthy Diet**  
Eat five to ten ½ cup servings of fruits and vegetables every day. Get help with your diet from your doctor. Your doctor can send you to a registered dietician. Get more information at:  
<https://health.gov/dietaryguidelines/2015/>

<https://www.choosemyplate.gov/snAPSHOT-2015-2020-dietary-guidelines-americans>

- **Manage High Blood Pressure and High Cholesterol**

See your doctor at least once a year. Follow all the doctor’s directions including taking medication to keep your blood pressure and cholesterol at a good level.

<https://www.nhlbi.nih.gov/health/educational/hearttruth/materials/healthy-heart-commandments.htm>

- **Alcohol Use**

The Dietary Guidelines for Americans list 1 drink for women and 2 drinks for men daily as moderate use. Some people should avoid all alcohol. Talk to your doctor about your alcohol use. Get help if you cannot control how much alcohol you drink. For more information:

<https://www.cdc.gov/alcohol/faqs.htm>

- **Report all symptoms to your medical doctor.**

Sometimes people don’t realize they have problems with their heart. Symptoms like indigestion, arm or jaw pain, chest pain/pressure, leg pain or “heaviness”, and swollen legs or feet can be caused by serious heart problems. Make sure you discuss these or other concerns with your doctor. Only your doctor can diagnose a problem with your heart.



## DEPARTMENT OF ECONOMIC SECURITY

*Division of Developmental Disabilities*

Do you have a passion for protecting the rights of people with developmental disabilities?

Do you want to advocate for members of the Division of Developmental Disabilities?

Consider volunteering for a Human Rights Committee (HRC). HRCs make sure DDD members' rights are supported.

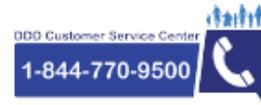
Committee members have a wide range of backgrounds.

Committee members can be DDD members or their families, advocates, professionals, or other community members committed to the rights of the people served by DDD.

Committees are located across the state and typically meet monthly. During the meeting, they:

- ◆ Review incidents that may have involved neglect, abuse or denial of rights of members receiving services.
- ◆ Review behavior programs.
- ◆ Review proposed research involving members.
- ◆ Make recommendations to DDD about changes needed to protect members' rights.

**To learn more,  
please contact DDD at**



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"I'm so grateful for the opportunity to serve in my community and to be a part of a group that really cares about everyone in it"

– Amy Schroeder, HRC District South

## DDD Works with First Responders

Firefighters, police officers, and paramedics have important roles in the community. They are also called First Responders. At DDD, building a strong relationship with First Responders is a priority. The DES Office of Community Engagement and DDD Customer Service Center work together to talk to First Responders across the state. Training for First Responders helps everyone work together.

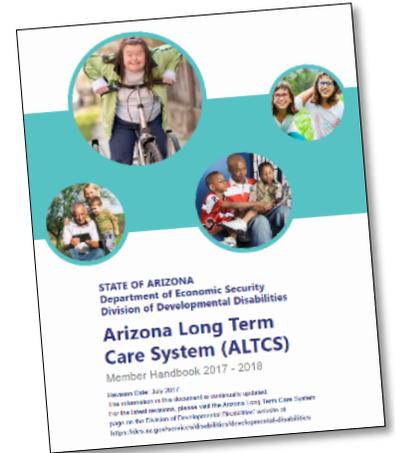
DES has created training videos for firefighters. Curious about what is in the videos? You can view them here: (<https://vimeo.com/channels/ddd1stresponders>)

DDD plans to do even more. DDD is looking at ways to teach members how to act around First Responders. Training exists that brings together First Responders and members. We can learn a lot from each other. Watch for information in future newsletters and on the DES website.



## Arizona Long Term Care (ALTCS) Member Handbook

If you are an ALTCS member and would like a copy of the 2017-2018 Member Handbook, visit DDD's website at <http://des.az.gov/ddd> for a copy.



If you would prefer to have a copy mailed to you, call 1-844-770-9500.



## Got Questions?

The DES/DDD Website has a collection of Frequently Asked Questions (FAQs). Check out the FAQs at

<https://des.az.gov/services/disabilities/developmental-child-and-adult/disabilities-faq>.



**Can't Find Something on Our Website?**

Call DDD at  
1-844-770-9500 for help.

## Water Safety

Supervision around water saves lives. Each year, people are injured or die in water accidents. Most drowning or near drowning occurs because of:

- Lack of or not enough supervision
  - Lock all exits, including doggie doors, when children are around
- Seizure disorder
- Other medical emergency (heart attack/stroke)
- Use of alcohol or drugs
- Water conditions (no fencing or barriers, water temperature, hidden objects)
  - Add fencing, barriers or sensors to prevent drownings



In the water, adults providing supervision need to:

- Rely on direct supervision, not just the lifeguard or other staff
- Be in the water with the person
- Call for help at the first sign of trouble
- Maintain eyes on the person at all times

- Be exempt from any other duties or interruptions
- Make sure the person has the skills to be safe
- Check for any medications that would limit the person's abilities

Bathing - members needing supervision or assist:

- Know the person and their needs
- Identify who needs supervision or assistance
- Do not leave the person needing supervision alone in the tub or shower
- Ensure all people providing supervision can operate the bathing equipment
- Check water temperature before allowing the person into the tub or shower
- Gather all supplies and needed equipment before assisting
- Keep one hand on the person while bathing
- Fill the tub with only three to four inches of water

You may be able to get help paying for a fence. Call Community Information and Referral at 1-877-211-8661 for ideas

Prevent a tragedy. Be safe around water.

## ABLE Accounts in Arizona

ABLE Accounts increase members' ability to save without risk of losing many benefits and services (such as SSI, ALTCS, AHCCCS and Nutrition Assistance).

Arizona residents whose disability started before their 26th birthday can save up to \$15,000 a year. Money placed in an ABLE account can be used for most purchases without prior approval but

- Must relate to the member's disability, and
- Help to maintain or improve a member's health, independence or quality of life.

Learn more about Arizona's ABLE Plan. Visit the DES website at <https://des.az.gov/services/disabilities/developmental-disabilities/az-able-achieving-better-life-experience> or contact your Support Coordinator.



### Did you know the Arizona Department of Economic Security is on Facebook?

The page includes videos, pictures of events, highlights of services, and much more! Check out the page at

<https://www.facebook.com/OfficialArizonaDES>.

### DDD Policy

If you would like to be notified about Division policy updates, please send an e-mail with your contact information to [dddpolicy@azdes.go](mailto:dddpolicy@azdes.go)

## Reporting Fraud IF YOU SUSPECT IT, REPORT IT!

Fraud is an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to oneself or some other person (42 C.F.R. Section 455.2).

**Report Division of Developmental Disabilities fraud to:  
DES/DDD Fraud Hotline @ 1-877-822-5799**

## New to DDD?



Check out videos designed just for you! DDD has 4 videos that are 3 to 7 minutes long. The short videos are available here:

<https://des.az.gov/services/disabilities/developmental-disabilities/new-member-videos>

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-542-0419; TTY/TDD Services: 7-1-1. Free language assistance for DES services is available upon request. Available in English on-line or at the local office.