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DDD FRAUD HOTLINE
1-877-822-5799

Responding To and Preventing Abuse
OUR SHARED RESPONSIBILITY!

A thorough understanding of abuse is everyone's responsibility. Society's concern about abuse and abuse prevention is always a priority — especially for our children and vulnerable adults. Reports of abuse continue to be prevalent on a daily basis. Pick up a newspaper. Watch the evening news or tune into a local radio talk show.



Individuals with developmental disabilities experience abuse in the same settings as other people: at home, in school, and in the workplace. Abuse or neglect can be perpetrated by family members, caregivers, paid providers, or strangers. So what can we do?

A contracted agency can impact safety for individuals served by the Division in several of the following ways:

- **Have a policy of zero tolerance for abuse, neglect or exploitation that begins with and is supported by upper management.**
- **Screen all potential employees by following all prescribed hiring practices.**
- **Make certain staff understands their responsibility with the ARIZONA MANDATORY REPORTING LAWS.**
- **Develop a newsletter with articles written by employees that focus on various topics related to consumer support, safe practices, and employee leadership.**
- **Promote a safe environment within units and organizations that allow employees to report to management any concerns they have regarding situations of possible abuse and neglect.**
- **Ensure staff are oriented to the individuals with whom they are working in order to better recognize possible signs or concerns. There are some indicators that are clear signs something is wrong, while some indicators are more subtle and require careful observation. As we interact with an individual with a developmental disability, we should be paying close attention to how they look and act.**
- **Work closely with Adult Protective Services (APS), Child Protective Services (CPS), and local law enforcement to fully investigate allegations of abuse, neglect or exploitation.**

The Division addresses the problems of abuse, neglect and exploitation by carefully tracking all incidents of alleged abuse, neglect, or exploitation. Trending of incidents also determines, in part, if any one agency, person, or a systems issue is identified. Monitoring of residential settings ensures hiring practices are followed, appropriate policies are in place, and employees are aware of their legal responsibility as mandatory reporters. The Division's support coordinators (case managers) maintain contact with individuals/families and provide another mechanism of oversight.

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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 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination 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. • Ayuda gratuita con traducciones relacionadas con los servicios del DES está disponible a solicitud del cliente.



Abuse Awareness and Prevention is Everyone's Responsibility!

CPS HOTLINE: 1-888-SOS-CHILD or 1-888-767-2445
APS HOTLINE: 1-877-SOS-ADULT or 1-877-767-2385

...Preventing Abuse

OUR SHARED RESPONSIBILITY!

The Division recognizes Adult Protective Services (APS), Child Protective Services (CPS) and local law enforcement agencies have the lead when investigating complaints, and agency staff work closely with these legal authorities. However, regardless of APS, CPS, or law enforcement findings, when systems issues are identified that may have contributed to the incident, the Division will further fact-find and may request a Corrective Action Plan (CAP) from an agency in order to prevent similar incidents in the future.



FOR MORE INFORMATION:

<https://www.azdes.gov/dcyfi/cps/reporting.asp>

<http://law.findlaw.com/state-laws/child-abuse/arizona/>

<http://law.onecle.com/arizona/public-health-and-safety/36-551.01.html>

Holiday Shopping Safety

STAY ALERT! BE SAFE!

—Pauline Selmer

DISTRICT SOUTH QUALITY ASSURANCE MANAGER

The Holiday Season is beginning and finds us in the midst of the biggest shopping days of the year! Many of the individuals we serve also enjoy opportunities for holiday shopping. Their safety, as well as ours, is of primary importance!

The mere thought of "shopping" most likely elevates one's excitement! Please keep the following brief safety reminders in mind:

PRE-PLANNING: Staff should review every detail of the trip with regard to appropriate supervision, meeting places, security, individuals' special needs, and emergency contact information.

TRANSPORTATION: Ensure that vehicles are safe and working properly. Refer to the agency's maintenance checklist for any additional functioning requirements and safety equipment. Always walk around the vehicle before departing from any location to make certain no one has been overlooked while boarding.

INDIVIDUAL SAFETY: Review your agency's safety protocol for events and activities. During the Holidays, crowded parking lots, malls, and shopping centers can be especially challenging! To ensure safety, keep the following in mind:

- Never leave people unattended.
- Never let individuals wander off without staff supervision. Many of the individuals we serve lack "stranger-danger" skills.
- Upon arrival, make certain no one is left in the vehicle.
- Watch for moving traffic.
- Never leave a vehicle running.
- Always lock your vehicle.

Always remember that predators and thieves look for easy targets, especially during the Holidays when you may become distracted. In the midst of the holiday excitement — **STAY ALERT! BE SAFE!**

The Safety Net

is presented by the Division of Developmental Disabilities' Central Office Quality Assurance Unit. Articles are researched and compiled by Quality Assurance staff and Division Managers. Any questions or feedback? Please contact Steven Stencil at SStencil@azdes.gov or 602-771-8113.

Diabetes:

WHAT'S YOUR NUMBER?

—Annette Lammon-Belcher, R.N.
HEALTHCARE SERVICES MANAGER

Diabetes is the new epidemic in the United States! Nearly 26 million children and adults have pre-diabetes. It is estimated that two million Americans are diagnosed with diabetes every year. As many as 1 in 3 American adults will have diabetes in 2050 if present trends continue. The economic cost of diagnosed diabetes in the U.S. is \$245 billion per year.



Complications include heart disease, high blood pressure, blindness, kidney disease, neuropathy, and amputation. Many of these are preventable or can be controlled.

Some ways to reduce your risk of getting diabetes are healthy eating and controlling your weight, keeping physically active, control your blood sugars, control high blood pressure, stop smoking, and control your cholesterol.

Regular check-ups from your physician and routine lab work to monitor your numbers. Fasting glucose of <100 or A1C <5.7 are considered to be in the normal range of diabetes-free individuals! If you do not know what your number is, consult with your physician to see if you are at risk for developing diabetes.

FOR MORE INFORMATION:

www.diabetes.org

The Flu Season is Coming

GET YOUR VACCINATION

The flu is an airborne disease and is highly contagious. Flu viruses change frequently and vaccines are reformulated each year. Getting vaccinated every year offers the best protection during the flu season.



Free Dental Event Scheduled

DECEMBER 13 & 14, 2013

The Central Arizona Dental Society Foundation will host a second **DENTAL MISSION OF MERCY (MOM)** event at the Arizona Fairgrounds in Phoenix on December 13 & 14, 2013, utilizing 100 portable dental units and 1500 volunteers. More than \$1,000,000 in free care is expected to be delivered to more than 2,000 patients. Both children and adults will be seen.



ARIZONA DENTAL MISSION OF MERCY

FOR MORE INFORMATION:

<http://www.azmom.org/About.asp>

**TO REPORT SUSPECTED FRAUD, CALL
DES/DDD FRAUD HOTLINE: 1-877-822-5799**