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Issue 14



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

# GROUP HOME BULLETIN

DIVISION OF DEVELOPMENTAL DISABILITIES

PROGRAM MONITORING

## IN THIS ISSUE

### RESPONDING TO PREVENTING ABUSE



### INCIDENT REPORT "TIPS"

Reminders for Qualified Vendors



### PRESCRIPTION MEDS

Guidelines for Disposal



### INSECT BITES & STINGS

Contact Poison Control

### Equal Opportunity Employer/Program

Under Titles VI and VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability.

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 of 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) 542-6825; TTY/TTD Services: 7-1-1.

## Responding To and Preventing Abuse

—Laurie Lockyer, CPHQ  
QUALITY ASSURANCE MANAGER

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 individuals. Reports of abuse continue to be prevalent in today's society. Pick up a newspaper. Listen to the evening news or an afternoon talk show on television or the radio.

People 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 at the hands of family members, caregivers, strangers or paid providers. So what can we do? A contracted agency can impact safety for consumers in several ways, such as the following:

- ◆ **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.**
- ◆ **Encourage reporting requirements.**
- ◆ **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 climate within units and organizations that allow employees to report to management any concerns they have.**
- ◆ **Ensure staff are oriented to the person they are working with so they are able to recognize signs of 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 a person 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), or the Police 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. Monitoring of residential settings ensures hiring practices are followed, appropriate policies are in place, and employees are aware of their responsibility to report abuse, neglect or exploitation. Our support coordinators (case managers) maintain contact with consumers/families and are another mechanism of oversight for our consumers. We also trend incidents to see if any one agency, person, or a systems issue is identified. As noted above, the Division recognizes Adult Protective Services (APS), Child Protective Services (CPS) and the police often have the lead on investigating complaints and agency staff work closely with these legal authorities. However, when systems issues are identified that may have contributed to the incident, the Division will further investigate and request a corrective action plan (CAP) from an agency or provider if systems issues are identified regardless of the outcome of the APS, CPS or police findings.

## Abuse Awareness and Prevention is Everyone's Responsibility!

### FOR ADDITIONAL RESOURCE INFORMATION:

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

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

<http://www.ade.az.gov/pio/Press-Releases/Attachments/ReportingProcedures.pdf>

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

**ABUSE**  
*Our Shared Responsibility*

## INCIDENT REPORTING TIPS

Reminders for all Qualified Vendors,  
Independent Providers and Division Staff

—LaWanna Bellerive  
QUALITY ASSURANCE SPECIALIST

The purpose of incident management is to assist in promoting the health, safety, and general well-being of persons with developmental disabilities through the active reporting, investigating, tracking, and trending of incidents and the implementation of both individual-specific and systematic corrective actions and prevention strategies. To achieve this, it is necessary to ensure incidents are timely and clearly reported to the Division.

It is important to keep in mind the following “tips” when reporting incidents:

 Serious Incidents are to be reported to the Division as soon as possible afterwards, but no later than twenty-four (24) hours after the incident takes place.

 Incident Reports are to be written clearly, objectively, and in order of occurrence, without reference to the writer's opinion. Keep in mind these reports are available to family/guardians and are considered legal documentation.

 Provide demographic details about the individual:

- FULL NAME ● ADDRESS
- DATE OF BIRTH ● FOCUS ID NUMBER

 Include names and titles of witnesses to the incident in the narrative.

 Include the names of the staff alleged to be involved in or **responsible for the cause of the incident**.

 Provide a complete description of the incident; including the date, time the incident occurred, location, and all known facts. Remember to answer the who, what, when, where, and how of the incident.

 If the individual sustained any injury, provide the cause of the injury. Be sure to state when and where the individual received medical attention.

 Indicate if the responsible person was notified. If not, state why not.

 State if law enforcement, Adult/Child Protective Services, or Tribal Social Services were contacted. If so, indicate when and by whom.

### FOR ADDITIONAL RESOURCE INFORMATION:

Division's Policy and Procedures Manual: Chapter 2100: Incident Management  
[https://www.azdes.gov/uploadedFiles/Developmental\\_Disabilities/2100.pdf](https://www.azdes.gov/uploadedFiles/Developmental_Disabilities/2100.pdf)

## WE'VE MOVED!

On June 30<sup>th</sup> the Central Office Quality Assurance Unit moved to the Sixth Floor of the Phoenix Financial Services Center Building (NE corner of Central and Osborn):

3443 North Central Avenue • Suite 601  
Phoenix, AZ 85012

602.771.8122 • Office  
602.636-5405 • Fax  
Site Code: 004F

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Editor: Vincenté Benjamin

PLEASE SEND FEEDBACK & COMMENTS TO:  
[dddmonitoring@azdes.gov](mailto:dddmonitoring@azdes.gov)

## PRESCRIPTION MEDICATIONS

Guidelines for Proper Disposal

—Barbara J. Carty  
DISTRICT SOUTH PROGRAM MONITOR

Here are the FDA recommended ways to dispose of medications that are discontinued, expired, or no longer needed:

 Tablets or capsules can be placed in a plastic bag with wet coffee grinds or kitty litter. Seal shut with a zipper lock or tape and place in the trash.

 Liquid medications can be mixed in a plastic bag with flour, salt or corn starch. This will solidify the liquid. Seal shut with zipper lock or tape and place in trash.

 Do not flush medications down the toilet or pour down the sink. The exception to the “Do Not Flush” rule would be for narcotic / opioid painkillers. These may be flushed as the risk to the environment is far less than the risk of accidental ingestion of these medications.

 Completely erase or blacken out any personal identifying information on prescription labels before discarding.

 Watch for “Prescription Drug Take Back” days. This provides an opportunity to take drugs back to designated pharmacies or law enforcement agencies.

Please check with your local community resources which will have information on agencies accepting expired medications for disposal.

Using the above guidelines will help ensure the safety of adults, children, pets, and the environment.

### FOR ADDITIONAL RESOURCE INFORMATION:

[http://www.deadiversion.usdoj.gov/drug\\_disposal/takeback/](http://www.deadiversion.usdoj.gov/drug_disposal/takeback/)  
<http://www.fda.gov/forconsumers/consumerupdates/ucm101653.htm>

## INSECT BITES & STINGS

Contact Your Local Poison Control Center

—Barbara J. Carty  
DISTRICT SOUTH PROGRAM MONITOR

The Arizona warmth brings out “everything in the desert that stings, sticks, stabs, or stinks!” (Naturalist Edward Abbey).

It is prime time for insect bites. Most can be treated at home with basic first aid and keeping a watch for changes in appearance.

There are fifty (50) varieties of scorpions; only one (1) of which is regarded as life-threatening. It is the small bark scorpion which is usually found in the bedrooms or living rooms of people's homes. Black Widow spiders and Brown Recluse spiders are also common venomous insects. The most common places in which bites and stings take place are the hand, lower arm, and foot.

Not sure what type of insect caused the bite or sting? Call you local poison control. If you saw the insect, be ready to accurately describe it. Look carefully at the bitten area and note any color changes, temperature change, and the characteristics of the bite/sting marks. The poison control experts will be able to direct you on the type of care needed. If bleeding or breathing difficulties occur, call 9-1-1 immediately.

### FOR ADDITIONAL RESOURCE INFORMATION:

<http://phoenix.about.com/od/scorpions/qt/scorpionsting.htm>  
[http://www.emedicinehealth.com/insect\\_bites/article\\_em.htm](http://www.emedicinehealth.com/insect_bites/article_em.htm)

