DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Group Home Bulletin

DIVISION OF DEVELOPMENTAL DISABILITIES PROGRAM MONITORING

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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.

IT'S MY LIFE!

—Kate Demboski
DDD CENTRAL OFFICE QUALITY ASSURANCE UNIT

WIN-LOSE

In a power struggle, someone has to win and someone has to lose. When you respond to a person engaging in challenging behavior, your approach can either diffuse or escalate a situation. A power struggle can develop when you respond emotionally or have unrealistic expectations of a person or situation.

AVOIDING POWER STRUGGLES

- Do not insist upon having the last word.
- Do not raise your voice to dominate the conversation. Yelling is an invitation for the person to do the same. A power struggle is less likely to escalate if it becomes a quiet conversation.
- Do not use sarcasm. This can be misunderstood and can sound more like an insult than a "joke." The misunderstanding can provoke a power struggle with the person.
- Do not make threats.
- Never take a person's behavior personally.

WIN-WIN

A WIN-WIN solution is when each person comes away feeling as if they got what they wanted. The way to achieve a "win-win" outcome is by being supportive and affirming as you positively challenge people rather than exercising power or authority over them.

- Treat ALL people with dignity and respect.
- Pick your battles wisely! Ask yourself if it really matters that the person is standing at the dinner table instead of sitting in a chair, or if he starts on the last part of a chore first. If it does not pose a health or safety risk and will not change the outcome, insistence on compliance is not always necessary.
- Offer choices: clothing, activities, food/snacks, television programs, movies, music, etc.
- Follow a routine as consistently as possible. Give numerous warnings that changes are coming up.
- If it is possible, walk away from an argument. If you are feeling angry or upset, ask a co-worker to step in and/or to assist you.
- Take care of yourself. It is difficult to provide care for someone if you are feeling tired, hungry or under-the-weather.

Remember: Although we all have basic needs, and people with disabilities may often have special needs, most people desire the same things in life: to be happy, healthy, and have a good quality of life.

Be Alert!

—LaWanna Bellerive
DDD CENTRAL OFFICE QUALITY ASSURANCE UNIT

HAVE FUN THIS SUMMER WHILE OBSERVING THE FOLLOWING SAFETY TIPS:

Drink plenty of water to prevent dehydration.
Watch for signs of heat stress and heat stroke: thirst, cramps, fatigue, dizziness, nausea, vomiting, headaches, and fever. Take lots of water with you on summer activities with consumers for hydration, especially in case the vehicle breaks down. Make certain that those with alone time have adequate access to water, i.e., portable water containers or bottles similar to what any jogger would wear or carry.

Use sunscreen to prevent sunburn.
Select a sunscreen with a SPF rating of 15 (or higher) which offers maximum protection against the sun's UVA and UVB rays. Apply 30 minutes before going outside and reapply every two (2) hours -- or more often -- if swimming or perspiring heavily. Wear hats, sunglasses, and use umbrellas to provide extra protection.

Observe water safety.
Provide continuous supervision for children and vulnerable adults around swimming pools and other bodies of water. Make certain you have the appropriate water safety equipment readily available for use.

Do not leave a child or vulnerable adult alone in a vehicle.
During and following all summer activities, make certain your group and vehicle are regularly checked to make certain no one is unknowingly left behind in the vehicle.

ARE YOU THIRSTY?

Avoiding Dehydration

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

If you are thirsty, more than likely you are a little dehydrated. Most people require at least eight (8) glasses of eight (8) ounces of water per day. That is about the amount of fluid in a two (2) liter size bottle. In hot weather, we need even more fluids!

One of the ways to tell that you may be dehydrated is to check the color of your urine. If your urine is a dark yellow, you are probably dehydrated. Some other signs of dehydration can include a dry sticky mouth, thirst, decreased urine output, headache, dizziness or lightheadedness, lack of sweating, and fatigue.

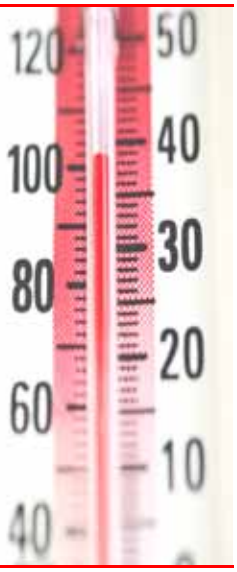
Make sure you drink fluids with each meal and in between meals. Always drink water before exercise and take water for any outdoor activity. Avoid soda, coffee, and tea due to the caffeine causing dehydration. Plain water is best. Fruit juices or unsweetened flavored waters are also good choices.

If you take care of someone that can't take fluids by mouth, please follow the doctor ordered amount of water and the formula. Remember to give frequent mouth care to prevent dryness. Notify the doctor if the person shows signs of dehydration.

If you have a person who has a doctor ordered fluid restriction, do not change the fluid intake. If you are concerned about dehydration, please consult the doctor.

Never Leave a Person or Pet in an Unattended Vehicle

-Sandra Verheidje
DDD Quality Assurance Administrator



Adults with disabilities, elderly, children, and pets are all susceptible to heat-related illness, heat exhaustion, and heat stroke. If the temperature outside is 90 degrees, it could reach 130 degrees inside a vehicle. The temperature inside a vehicle on a hot day can rise as much as 20 degrees in the first 10 minutes after it has been parked. Within minutes, the temperature can climb to 150 degrees. In a very short time a person can become dehydrated, and their internal temperature can climb to 107 degrees. Death can occur shortly after.

At the University of Arizona, college faculty and staff *(as an interesting way to raise awareness about the dangers of the heat)* put potatoes, rice, brownies, and a cake in a car in the early morning. By 4pm that same day, they checked the food and the temperature of the car. The car was hot enough to cook the brownies and the rice. A thermometer was immediately inserted into the rice after it was pulled from the car, and the temperature read 170 degrees!

Remember: After checking carefully to ensure no one is left inside, a parked van should be locked to prevent entry of the vehicle while unattended. Never leave anyone in an unattended van, even to "run in and out quickly".

We Want To Know

The Quality Assurance Unit has implemented a customer satisfaction survey on your last program monitoring contact. A website has been set up where agencies and staff members can provide input on their recent monitoring visit.
Check it out: http://www.surveymonkey.com/s/LLRHDND
We are always looking for ways to better improve our supports and services in the community!!

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