

# HADit GUIDELINES

## Addressing the Harassment, Abuse, and Discrimination of Caregivers

Feeling uncomfortable, unsafe, experiencing harassment, abuse, or discrimination while providing care to a client? Below are a range of solutions that you can consider trying **once you identify what level you feel** when it comes to the behavior or conduct of the client or somebody else in the household.

### LEVEL

# 1

You **feel uncomfortable**, but do not feel that your safety is at risk.

**Express concerns** – ask the client to stop the behavior and explain that the behavior makes you feel uncomfortable.

**Re-read the client's CARE assessment** to see if the particular behavior is addressed and if there are interventions listed. Need a new copy of the care plan? Contact the client's case manager (CM).

**Contact the client's CM** for suggestions or to report new behaviors.



### LEVEL

# 2

You **feel unsafe**, but **do not want or need** to immediately leave.

**Contact the client's case manager (CM)** and report the behaviors or actions. *Be clear that you feel unsafe in this situation.*

**Contact the CM's office and ask to speak to a supervisor** – ask for an interpreter if needed.

Consider **accessing specialized training** to help you better understand the client's unique behavioral needs. *To learn more about training options contact the Training Partnership or your clients CM.*

If you no longer wish to provide care for the client, **tell the CM that you no longer feel safe caring for this client.**



### LEVEL

# 3

You **feel unsafe**, and **want or need to immediately leave.**

**Leave the home then immediately call the client's CM** to let them know that you left, why and what happened. *If there are concerns about the client being alone and you are unable to contact the client's CM, attempt to contact a supervisor or other DSHS/AAA staff.*

**Review** all the interventions listed in levels 1 and 2.

If you no longer wish to provide care for the client, **tell the CM that you no longer feel safe caring for this client.**

