

Appendix C: Clearbrook Volunteer Abuse, Neglect, Rule 50 Training Packet

Instructions: Please read the following information pages carefully and then complete the quiz that is attached. Return the completed quiz to your on-site supervisor or the Volunteer Services Coordinator for signature; You can contact your supervisor or the Clearbrook Training Department with any questions (847.870.7711).

What is the definition of abuse?

- There are several types of abuse we need to be watchful for: physical abuse, mental abuse and sexual abuse.
- Physical abuse is something that a staff member or a caretaker does to a client that is a wrong, a harm, or an injustice, the effect of which can or does damage a body part of a client. Examples include: hitting, pinching, shoving, slapping, punching, kicking, biting, hair pulling, etc.
 - Physical abuse causes bodily harm. Bodily harm is any injury, damage, or impairment to a client's physical condition, or making physical contact of an insulting or provoking nature with a client
 - Accidental injury is not considered physical abuse (although it should still be reported to a supervisor)
 - You do not need to see visible proof or injury (red marks, bruises, scratches, etc.) in order to be able to report physical abuse. Often there will not be visible evidence.
- Mental abuse is harm caused by an act or omission of or by a staff member or caretaker that causes or could have caused emotional distress or maladaptive behavior, including the use of words, signs, gestures, threats or other actions toward or about and in the presence of a client (s). Examples include: calling clients names, swearing at or yelling at clients, threatening clients with harm or punishment, locking clients in rooms/closets, purposely scaring or being mean to clients to control their behavior, etc.
 - Mental abuse does not have to be verbal. It can be difficult to prove but it should always be reported.
 - Just because someone is a staff member, parent, family member, or caretaker of a client does not mean that they are allowed to mistreat a client. All families receiving services from Clearbrook programs must adhere to Clearbrook's abuse and neglect policies and procedures.

- Sexual abuse is any act of sexual contact, sexual penetration, sexual coercion, sexual exploitation, or intimate physical contact of a client by a staff member or caregiver. Examples include: intercourse; touching of genital areas for pleasure, gratification, or arousal; forcing clients into sexual acts.
- Effective October 2, 2015, sexual abuse also includes an employee's actions that result in the sending or showing of sexually explicit images to an individual via computer, cellular phone, electronic mail, portable electronic device, or other media with or without contact with the individual; or an employee's posting of sexually explicit images of an individual online or elsewhere whether or not there is contact with the individual.
- Sexual abuse does not include allowing individuals to, of their own choice, view movies or images of a sexual nature, or read text containing sexual content unless the individual's guardian prohibits the viewing of such movies or images or reading of such material.
 - "Sexually explicit images" includes, but is not limited to, any material which depicts nudity, sexual conduct, or sadomasochistic abuse, or which contains explicit and detailed verbal descriptions or narrative accounts of sexual excitement, sexual conduct, or sadomasochistic abuse. This does not include those images contained in sex education materials used by employees to educate individuals.
 - There is no such thing as a consensual sexual relationship between a client and a staff member or caregiver.
 - Many staff members and caregivers engage in personal care activities with clients (changing, toileting, etc.) that involve touching of clients' genital areas. This should NOT be construed as sexual abuse when it is done within the scope of daily living activities or job duties.

What is the definition of neglect?

- Neglect is the failure by a staff member or caregiver to provide adequate medical or personal care or maintenance to a client that could have resulted or does result in physical or mental injury to a client or in the deterioration of a client's physical or medical condition. Examples include: not feeding a client, not giving a client needed medication, leaving a client alone who must be under supervision, not adequately dressing a client for weather, not taking a client to a doctor or dentist when needed, not providing a safe home/program environment for a client, not changing or toileting a client, etc.
 - You should report suspected neglect even if the client is not injured or has not suffered. Neglect is reported when injury or harm did occur or could have occurred.

What is the definition of exploitation?

- Exploitation is taking advantage of a client and gaining something of value (financial or otherwise).
 - Examples include: taking a client's money, using client funds, making clients do work without pay

What is Rule 50 and what does it cover?

- Rule 50 governs all facilities/agencies licensed by the State of Illinois to provide services to people with disabilities. This includes services provided to clients in their own homes as well as in Clearbrook homes, programs, and facilities. The rule specifically explains the procedures for managing allegations of abuse and neglect.
- The Rule states that if an official State investigation finds substantiated evidence of physical or sexual abuse, financial exploitation, or egregious neglect of a client, that employee's (the abuser's) name will be placed on a registry (computer database) and the employee cannot work for a facility/agency that serves people with disabilities in this State. Names will not be placed on the registry for substantiated findings of mental abuse or simple neglect; however, staff can face disciplinary action, up to and including termination, for these offenses.
- The State of Illinois' Office of the Inspector General (OIG) is the agency responsible for investigating most abuse/neglect claims by staff against adult clients. OIG also has a domestic branch, which is responsible for investigating claims by family members or caregivers of adult clients in homes in the community. **The OIG Hotline number is 1.800.368.1463.**

You should report any witnessing, knowledge, reports, or suspicion of abuse or neglect of a client to your supervisor (or the Volunteer Services Coordinator) immediately, regardless of the client's age, program, or who you suspect may be abusing or neglecting the client.

Who Should I Report?

- You should report parents, family members, caretakers, paid caregivers, volunteers, Clearbrook employees, or anyone else you suspect may be abusing or neglecting a client.
- In DCFS cases, there may be circumstances (based on who is suspected of abusing/neglecting a child) that would prevent DCFS from investigating. A report should still be made to the DCFS Hotline and to your supervisor.

What is DCFS and who does it cover?

- The Department of Children and Family Services (DCFS) is the State agency responsible for conducting investigations of child maltreatment in Illinois.
- DCFS conducts its own investigations of abuse or neglect of clients under the age of 18 in homes in the community. The DCFS Hotline number is 1.800.25.ABUSE.
- **You should report any witnessing, knowledge, reports, or suspicion of abuse or neglect of a client to your supervisor (or another supervisor) immediately, regardless of the client's age or who you suspect may be abusing or neglecting the client.**

What is a Required Reporter?

- A required reporter is someone who, by law and by agency policy, is required to report any witnessing, knowledge, reports, or suspicion of abuse or neglect of a client.
- You are a required reporter. Every employee/staff member of Clearbrook is also a required reporter. Other mandated reporters include vendors and contractors.

What gets reported to the OIG or DCFS hotline?

- **When you witness, suspect, or are informed of a possible case of abuse, neglect, or exploitation, that should be reported to your supervisor and then to the hotline.**
- To the extent that it is available, the following should be reported:
 - Names, DOB/age, gender, etc. for the client and suspected perpetrator(s)
 - Address and contact info for the reporter, the accused, the victim(s)
 - Information on the incident (what occurred? How did it occur? Where did it occur? What, if anything did the client and/or the accused say about it?)
 - For DCFS, they may also ask for information on siblings and others in the home.
 - You (and/or your supervisor) will also likely be asked for phone numbers where you can be reached. Your information will be kept confidential by Clearbrook, OIG, and DCFS.
 - While the alleged perpetrator will not be told who made the report, s/he may be able to deduce or guess this information.

How would I know if a Client is being Abused or Neglected?

- There are several ways you might become aware of possible abuse or neglect of a client.
 - You may witness it yourself.
 - Your client may tell you about (report) it to you.

- You may hear about it from another staff member, family member, volunteer, or caregiver.
- You may simply suspect it due to something you see, hear, or observe.
- In any of these situations, you should report to your supervisor (or another supervisor) immediately. You can report to anyone in a supervisor role (Director, Coordinator, VP, Volunteer Services Coordinator etc.) if you are unable to immediately reach your own supervisor.
- Additionally, you can and should contact the police/paramedics (911) if a situation warrants it and a client's health, life, or safety are in immediate danger.

What are some possible indicators of abuse or neglect?

- The following MAY indicate that a client is being abused or neglected. They may also indicate a health or psychiatric concern that warrants getting medical attention:
 - Physical marks on the client's body (e.g. cuts, bruises, burns, bites)
 - Physical marks on areas of the body that are difficult to injure (e.g. bruises, burns, cuts on the back)
 - Physical marks that are unusual for the specific client
 - Physical marks that no one can explain
 - Blood, semen or other physical markings on the client's clothing, bedding, towels, or in other areas of the environment
 - Torn or missing clothing
 - Bruises in genital area
 - Genital discomfort
 - Unusual or prolonged crying, screaming, or other form of noise made by the client
 - Unusual or prolonged crying, screaming, or other form of noise made by the client only with a particular staff member, family member or caregiver
 - Unexplained, unusual knowledge or new words of a sexual nature that the client had not previously known
 - An interest in a new sex-related topic that cannot be explained
 - Negative changes in behavior patterns (e.g. increased aggression, sudden withdrawal from others and activities, return to engaging in old behavior challenges, changes in sleeping habits, changes in eating habits)
 - Unusual or more extreme displays of fear (e.g. fear of being alone, fear of being with specific persons, fear of being touched, fear of going to a particular place, fear of specific objects)
 - Sudden changes in mood (e.g. increased irritability, sadness, anger, apathy, fear)

- Negative changes in behavior patterns, unusual or more extreme displays of fear, sudden changes in mood only when specific persons are present or only after being with specific persons

Recognition and early reporting are a form of prevention; we can help to prevent further and more serious incidents of abuse and neglect if we report early and quickly.

What happens if there is an abuse/neglect investigation?

- For all cases, Clearbrook requires a written statement from you. Your supervisor will give you guidance on how to complete this statement.
- If you are the person who reports the suspected abuse/neglect, you will likely be interviewed.
- If you are a potential witness in an investigation or the reporter in an investigation, you are obligated to speak with Investigators and must tell them the truth. Remember that we are all working to protect the clients.