Feeling uncomfortable, unsafe, experiencing harassment, abuse, or discrimination while providing care to a client? Below are a range of techniques 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.

As IPs are transitioning to Consumer Direct (CDWA), if you are receiving a paycheck from Consumer Direct (CDWA), instead of calling the case manager, call the CDWA hotline at 877-532-8542. If you are still receiving a paycheck from IPOne, you should still call the case manager.

**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) if you’re receiving a paycheck from IPOne or call the Consumer Direct (CDWA) hotline at 877-532-8542 if you’re receiving a paycheck from CDWA.

Contact the CM or Consumer Direct (CDWA) hotline for suggestions or to report new behaviors.

**LEVEL 2**

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

Contact the CM or Consumer Direct (CDWA) hotline and report the behaviors or actions. Be clear that you feel unsafe in this situation.

Contact the CM’s office or the Consumer Direct (CDWA) hotline 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, your client’s CM, or the Consumer Direct (CDWA) hotline.

If you no longer wish to provide care for the client, tell the CM or call the Consumer Direct (CDWA) hotline and share 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 or the Consumer Direct (CDWA) hotline 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 (if you still receive a paycheck from IPOne), 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 or call the Consumer Direct (CDWA) hotline and share that you no longer feel safe caring for this client.