

**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.**

