Feeling uncomfortable, unsafe, experiencing harassment, abuse, or discrimination while providing care to a client? Below are recommendations from Consumer Direct (CDWA) on steps you can take if you find yourself in one of these situations when it comes to the behavior or conduct of the client or somebody else in the household.

Consumer Direct (CDWA) HADit hotline: 877-532-8542

**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 Consumer Direct (CDWA) hotline at 877-532-8542.

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

**LEVEL 2**
You feel unsafe, but do not want or need to immediately leave.

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

If you no longer wish to provide care for the client, 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 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 Consumer Direct (CDWA) hotline, attempt to contact 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, call the Consumer Direct (CDWA) hotline and share that you no longer feel safe caring for this client.