

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.**

