

Volunteer Training Procedure

OUR EXPECTATIONS

With the helping hands of our friends and neighbors, we expect great opportunities for all. We expect people with disabilities to become full active members of our communities. The volunteer program will connect clients with the community, help build social skills, and foster peer relationships.

POSITIVE BEHAVIOR SUPPORTS

We want to utilize positive behavior supports in our relationships and in supporting an individual with intellectual developmental disabilities. You will encounter a variety of individuals through your service at ADEC. While they all face cognitive or developmental disabilities, they are all very unique. We have a range of ages and abilities.

SOCIAL OBSTACLES AN INDIVIDUAL WITH A DISABILITY MAY FACE

- **Communication:** Some of our clients have a very limited ability to speak. Some are very talkative but may be difficult to understand. Remember that patience is important. Tuning in directly with the person trying to convey a message is important. Those without the ability to speak may relay information through other forms of communication like body language, sign language, assistive technology, and other case specific ways.
- **Poor social skills:** This may be caused by the disability. Some people have difficulty with what is appropriate to say and to act out.
- **Fear of loss:** Some people are very hesitant to meet new people, with the fear of creating a connection and losing it. Holding personal boundaries and setting realistic standards is key to minimizing this fear.
- **Loneliness:** Loneliness is an obstacle for many individuals. They may have limited contacts outside of their circle of family or caregivers. At ADEC, we strive to provide opportunities for people to meet, to interact and to enjoy friendships.

HOW YOU CAN SUPPORT AN INDIVIDUAL WITH A DISABILITY

Advice from David Pitonyak, national expert on human services for people with disabilities:

- Get to know them. Visit with them. See what they want to show you. Take the time to respond.
- Remember that all behavior is meaningful. While we would like a great connection at the first meeting, remember that many people with disabilities have difficulty with forming relationships for a variety of reasons. Be patient.
- Don't assume anything. It is easy to underestimate a person's potential because of the labels they carry or the skills they have failed to acquire. This is a tragic mistake. You will not be able to tell how much a person understands. Always remember that people are people first. We must understand that people have gifts and capacities that eclipse our labels. Always remember to speak directly to the person and explain things as clearly as possible. Never speak about the person as if he were not in the room.

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- Relationships make all the difference. Loneliness is the most significant disability of our time. Many people with disabilities live lives of extraordinary isolation. Some depend entirely on their families for support. Those caregivers are the only source of company. Friends are often absent all together. This is one of our mission goals at ADEC, to help a person with a disability live a life of choice and purpose.
- Instead of ultimatums, give choices. Every person has the right to choose to participate or the right to refuse. Allow the person to make choices. If he has trouble deciding, find a way to help. Make sure there are at least three outcomes to choose from. Don't assume that helping a person to have more choices means letting him do whatever he wishes. Limit setting is an important and fair part of any relationship. The real question is who is setting the limits and why. If limits are imposed upon the person without their input, and if the limits are part and parcel of a life where a person is powerless, even your best advice may be interpreted as "do it my way or else."
- Help the person have more fun. Fun is a powerful antidote for everyone. Help a person add to her list of interesting and fun things to do. Make fun a goal.

HOW TO TALK TO AN INDIVIDUAL WITH A DISABILITY

- Be age appropriate. If you are talking to an adult, speak to them as you would any other adult.
- Look at the individual.
- Slow the pace of your conversation. You don't have to emphasize each word but take a slower pace as you speak. It makes you more understandable and gives them time to process.
- Let them finish their sentences. Don't jump in and say what you think they are trying to say. Some individuals may need more time to process what you have said and to respond. Be patient.
- Don't make promises or bribes.
- Don't make threats, "We won't do this again unless you finish your project."
- Examples of choices:
 - We're painting ceramics tonight. Which design would you like to choose?
 - We'll have a snack a little later, will you want pretzels or cheese crackers

RESPECT AND DIGNITY

Individuals with intellectual developmental disabilities are entitled to respect and professionalism as their daily needs are met and deserve protection from exploitation and abuse. Volunteers of ADEC help fulfill ADEC's mission of treating our clients with respect and dignity by doing the following:

- Recognize that each person must direct his or her own life.
- Honor the personality, preferences, culture, and gifts of people who cannot speak by seeking other ways of understanding them.
- Focus first on the person.
- Develop a relationship with the individuals you support that is respectful, based on mutual trust, and that maintains professional boundaries.

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- Know and respect the values of the people you support and facilitate their expression of choices related to those values.
- Be vigilant in identifying, discussing with others, and reporting any situation in which the individuals you support are at risk of abuse, neglect, exploitation, or harm.
- Safeguard and respect the confidentiality and privacy of the people you support.
- Help the individuals you support understand and express their rights and responsibilities.
- Help the people you serve to use the opportunities and the resources of the community available to everyone.
- Respect the human dignity and uniqueness of the people supported. Recognize each person as valuable and help others understand their value.
- Assist individuals to develop and maintain relationships.
- Assist individuals to direct the course of their own lives.
- Advocate for justice, inclusion, and full community participation.

PREVENTING ABUSE AND NEGLECT

ADEC's mission of treating clients with dignity and respect is the core of our prevention of abuse and neglect. ADEC's Human Rights Representative, **Tobi Weirich**, investigates allegations of abuse and neglect. If you feel that a client is being abused or neglected, please **call Tobi at (574) 848-2426**, who then conducts a confidential investigation. Based on the investigation, the allegations of abuse and/or neglect are either substantiated or non-substantiated. If allegations are substantiated, it is referred to Human Resources to determine the appropriate disciplinary action. ADEC's Human Rights Representative also reports all necessary information to APS, CPS, and all required state agencies.

If during your volunteer work, you feel that a client is being subject to abuse or neglect, please follow the steps below:

- Notify ADEC's Human Rights Representative of your concern. Cards with a 24-hour phone number are included at work sites. You can also call the Bristol office at 574-848-7451 and ask for the Human Rights Representative.
- Do not share your concern with ADEC employees or volunteers so that neutrality and confidentiality may be maintained.
- Note as many details as possible, including what occurred, time of day, who was involved and how you feel this constituted abuse or neglect.
- When you notify the Human Rights Representative of the allegation, she will interview you, either in person or over the phone, to hear your concerns. At that point, you will be asked to keep information confidential so that a neutral investigation can be conducted.
- An investigation will be conducted, and the appropriate actions taken.
- Making false allegations is not tolerated and could result in ending your volunteer time with ADEC.
- If you witness abuse or neglect and fail to report it, it could result in ending your volunteer time with ADEC.

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The following list would be considered abuse or neglect and should be reported:

- Alleged, suspected or actual abuse, which includes but is not limited to:
 - Physical abuse, including but not limited to:
 - Intentionally touching another person in a rude, insolent, or angry manner
 - Willful infliction of injury
 - Unauthorized restraint or confinement resulting from physical or chemical intervention.
 - Rape
 - Sexual abuse, including but not limited to:
 - Nonconsensual sexual activity
 - Sexual molestation, coercion, or exploitation
 - Emotional/verbal abuse, including but not limited to communicating with words or actions in a person's presence with the intent to:
 - Cause the individual to be placed in fear or retaliation.
 - Cause the individual to be placed in fear of confinement or restraint.
 - Cause the individual to experience emotional distress or humiliation
 - Cause others to view the individual with hatred, contempt, disgrace, or ridicule.
 - Cause the individual to react in a negative manner
 - Domestic abuse, including but not limited to:
 - Physical violence
 - Sexual abuse
 - Emotional/verbal abuse
 - Intimidation
 - Economic deprivation
 - Threats of violence; from a spouse or cohabitant intimate partner
- Alleged, suspected or actual neglect which includes but is not limited to:
 - Failure to provide appropriate supervision, care, or training
 - Failure to provide a safe, clean, and sanitary environment
 - Failure to provide food and medical services as needed
 - Failure to provide medical supplies or safety equipment as indicated in the Individualized Support Plan (ISP).
- Alleged, suspected or actual exploitation which includes but is not limited to:
 - Unauthorized use of the:
 - Personal services
 - Personal property or finances; or
 - Personal identity or an individual
 - Other instance of exploitation of an individual for one's own profit or advantage or for the profit or advantage of another.
- Peer-to-peer aggression that results in significant injury by one individual receiving services, to another individual receiving services.

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- Death. Additionally, if the death is a result of alleged criminal activity, the death must be reported to law enforcement.
- A service delivery site with a structural or environmental problem that jeopardizes or compromises the health or welfare of an individual.
- A fire at a service delivery site that jeopardizes or compromises the health or welfare of an individual.
- When client is not attended by staff when staff attention is required, for instance missing person.
- Alleged criminal activity of a staff or clients.
- An emergency intervention for the individual resulting from:
 - A physical symptom
 - A medical or psychiatric condition
 - Any other event
- Any injury to an individual when the cause is unknown, and the injury could be indicative of abuse, neglect, or exploitation.
- Any medical or psychiatric treatment such as emergency room visits, events that have the potential of causing significant harm or injury or that requires medical follow up. Significant injuries from fractures, burns, choking, large contusions, injuries requiring first aid, puncture wounds penetrating the skin, fall resulting in injury, pick ingestion requiring more than first aid.
- A medication error or medical treatment error as follows: (volunteers do not administer medications).
- Use of any aversive technique including but not limited to:
 - Seclusion (i.e. placing an individual alone in a room/area from which exit is prevented)
 - Painful or noxious stimuli
 - Denial of a health-related necessity
 - Other aversive technique identified by DDRS policy
- Use of an PRN medication related to an individual's behavior
- Use of any physical or manual restraint regardless of:
 - Planning
 - Human rights committee approval or informed consent