

## CIAD – Coalition of institutionalized Aged and Disabled

### Steps to Protect Yourself and Report

#### How to deal with Violent Behavior in Your Home

The information provided here is not exhaustive but provides basic rules according to the NYS Department of Health for how Adult Home residents can protect themselves and report violent or criminal incidents and stay safe.

1. The Adult Home **Operator is obligated** to provide a **safe environment** for residents.
2. Residents have a **right to report** violence or crimes on their **own behalf** and on behalf of **others**.
3. **Work with** the Security Staff and Front-Line staff to report any incidents that occur.
4. You have a right to make a report of your **OWN** Account of any incident that **MUST** be reported to the **DOH**. And you are **entitled to a copy** of your report.
5. The Operator must report a violent or criminal incident by **PHONE** and then **submit** a DOH Incident Report #5175 **within 24 hours** to the Regional Office. The **death or suicide** of a client is of course a top reporting priority as well as resident's **whereabouts** that are unknown for more than 24 hours.

In addition, here are the other reports that must be filed by the Operator.

- **Complaint or evidence of resident abuse.**
- **Resident assaults or injures, or is assaulted or injured by another resident, staff, or others.**
- **Resident behaved in a manner that directly impaired the well-being, care, or safety of the resident or any other resident, or which substantially interferes with the orderly operation of the facility; and/or**
- **Resident was involved in an accident on or off the facility grounds which resulted in such resident requiring medical care, medical attention, or services.**

You also have a **Right** to make a **POLICE** report. Especially in the case of an **assault**. Make sure you or have **someone to put in writing** the **time** the call was made, **when** they arrived, **at least one officers last name and badge number**. The reason to **document** is to have **evidence** of what occurred and to preserve your version of events. Ask the police for a **REPORT** number. This **NUMBER** is very important. After they take **YOUR** account of events, they will give you a piece of paper to take back to the precinct within **5 business days** to get an **OFFICIAL** report from police. This information will also **help to make a case with DOH** to have the perpetrator removed to a higher level of care or more appropriate facility.

If you or the person involved appear to have **injuries**, you should also **call for EMS** to evaluate you or the person for injuries. **Repeat this same documentation** you did for POLICE for EMS. Time called, time arrived, last name and badge number of EMS officer.

### **Filing Your Complaint**

1. **Work with** Security/Front Line Staff if they are available. Also speak to the administrator.
2. Ask your **RC Floor Captain** for a **complaint form** and fill it out to keep a record for yourself in addition to the complaint form you file with the staff.
3. If the **violent behavior** of a resident is **PERSISTS**, even if you have complained to management, make a formal complaint with your evidence to the DOH. Ask your Floor Captain to help you. Be sure to include any police or EMS reports as well.

We are **all** adults so we should **ACT** accordingly. **Mind YOUR** business and don't **Antagonize** people. It takes **TWO to Tango**, walk **AWAY** from trouble and **TROUBLEMAKERS!** Your **PRIDE** is not more important than **risking** injury or your life! If you see someone **struggling don't judge** let the appropriate staff know they may need help. Be a **good neighbor** and treat others as you would have them treat you!

**Community Strong - Lifting Each Other Up!**