

PROGRAM TEN, Part 2

Devaluation in services that can invite abuse

Questionnaire

Print this file, circle what you think is the most correct answer and hand in to your manager

- 1. What are some ways a service can devalue their own clients and invite 'bad treatment' towards them?**

- 2. Not identifying with the people served can result in:**

- a. Differential and negative treatment, even abuse
- b. Being blind to the dynamics of devaluation
- c. Many excuses for why things have to be that way
- d. Reduced awareness by staff who are drawn to treat people badly in slowly escalating ways
- e. A & C
- f. A to D