

NAME: \_\_\_\_\_  
AGENCY: \_\_\_\_\_  
DATE: \_\_\_\_\_

Handout for Program Ten  
**When Policies Aren't Enough:**  
**Why abuse occurs in human services and what can be done about it**

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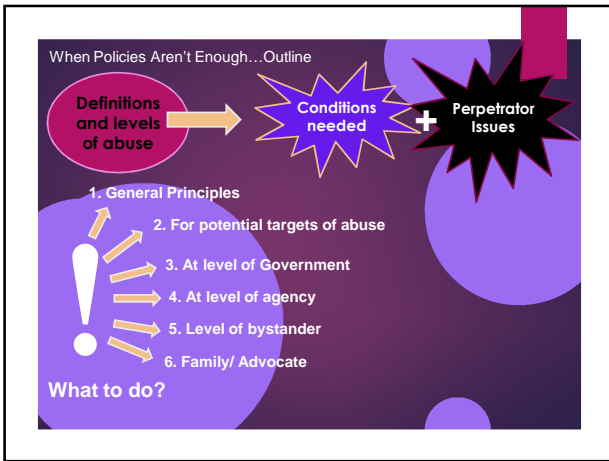
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### What is Abuse?

Abuse is the “violation of an individual’s human or civil \_\_\_\_\_, through the act or actions of \_\_\_\_\_ person or persons. ”

*“Abuse is a \_\_\_\_\_ of maltreatment, intentional in nature” Nora Baladerian*

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### What is Neglect

Neglect is a “\_\_\_\_\_ to provide the necessary care, aid or guidance to dependent adults or children by those \_\_\_\_\_ for their care.”

*Neglect is a \_\_\_\_\_ of failing to attend to basic needs. Nora Baladerian*

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### Three Forms of Abuse & Neglect Discussed in Workshop

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1. Societal \_\_\_\_\_ and systemic \_\_\_\_\_ encountered across the service system largely conducted \_\_\_\_\_ and massively detoxified (mostly discussed in SRV events)
  2. \_\_\_\_\_ harm by a particular service culture, that is often hidden, denied and defended
  3. \_\_\_\_\_ of personal abuse and neglect conducted in secret mostly by individuals often ignored by \_\_\_\_\_, where harm is denied

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Is it so different from typical society?

While statistics have varying levels of reliability related to issues of jurisdiction, age, gender, ethnicity, nature of disability, residential vs community location, the statistics repeatedly and consistently indicate an assault and serious violence pattern approximately *double* that for non-disabled populations. In some age groups it is even higher (eg; 12-15)

See Erika Harrell, PhD, Statistician

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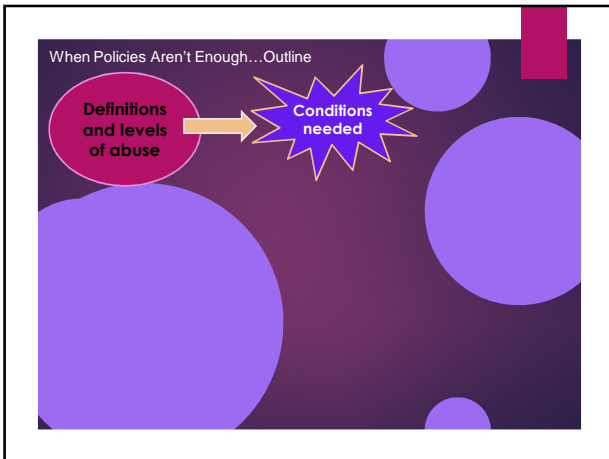
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What are background conditions that can open the door to abuse and neglect?

1. Some individuals and classes of people are societally \_\_\_\_\_
2. Devaluation invites "bad" \_\_\_\_\_
3. The bad treatment: rejection, negative \_\_\_\_\_, social \_\_\_\_\_, \_\_\_\_\_ degradation, \_\_\_\_\_ of abode and relationships etc. are \_\_\_\_\_ in services

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How might such experiences impact themselves on people?

1. The people receiving the service
2. The people providing the service

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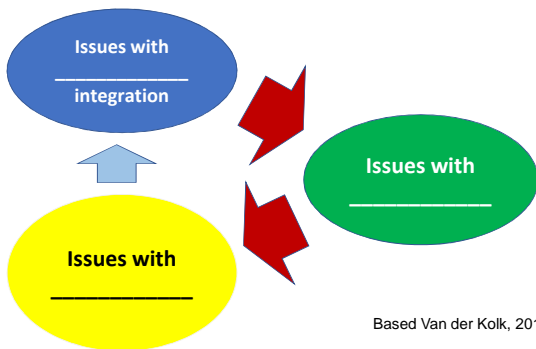
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Broad impacts of trauma...



Based Van der Kolk, 2015

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Devaluation Acts as a Pre-cursor to Harm Doing as Well as Providing Other "Benefits" (Staub)

- \_\_\_\_\_ one's own identity and belief system
- Keeps social \_\_\_\_\_
- Provides \_\_\_\_\_
- Provides an " \_\_\_\_\_ " and therefore relieves stress
- Provides \_\_\_\_\_ (short-term utilitarian orientation)

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•Albert Bandura said: “The joys and suffering of those with whom one identifies are more vicariously arousing than are those of strangers or of individuals who have been divested of human qualities.”

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### In Summary:

- The more that devalued people are placed in devalued service settings, separated from valued people and settings *they* use, the more a service culture can emerge that lacks identification with the people it claims to serve & approves of & justifies attitudes, actions and intentions that would not be tolerated anywhere else
- Most abuse occurs in secret and 98% of the time by someone known to the person

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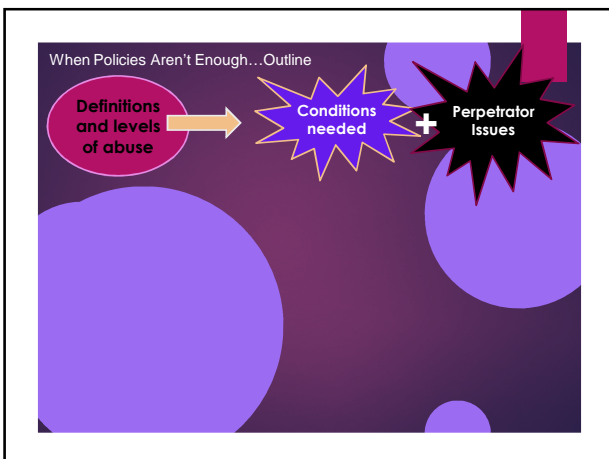
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### Some In-built Pre-dispositions

- Innate \_\_\_\_\_ for ones own race (or type) (Ethnocentrism) (eg; stranger anxiety)
- Suspicion, \_\_\_\_\_, hatred of other races (Xenophobia) (Waller)
- \_\_\_\_\_ when there is a perceived threat or attack on deeply held symbols of identity (burning flag, or joke about venerated identity) (Volkan)

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### Four Major Causes for Individuals Behaving Badly (Baumeister 97)

- Desire for some immediate benefit (eg; money, power, revenge, thrill, lust)
- Threatened egotism
- Idealism – pursuing “noble” ends by whatever means
- Pursuit of sadistic pleasure

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### “Rationalisations” for Harmful Actions that Involve *Group Dynamics*

- \_\_\_\_\_ of responsibility
- \_\_\_\_\_
- Division of \_\_\_\_\_
- Separation of \_\_\_\_\_ makers from those who carry out directions

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### How It Grows and Spreads

- **Escalation**
  - escalating sequence of increasing \_\_\_\_\_, especially if nothing happens
- **Desensitisation**
  - people react \_\_\_\_\_ each time it is done. Internal blocks are weakened
  - getting \_\_\_\_\_ with it
  - discovering \_\_\_\_\_

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What are the implications for these tendencies within human nature when providing services to devalued people?

- Personal reflection
- Share in small groups and assemble some categories
- Plenary

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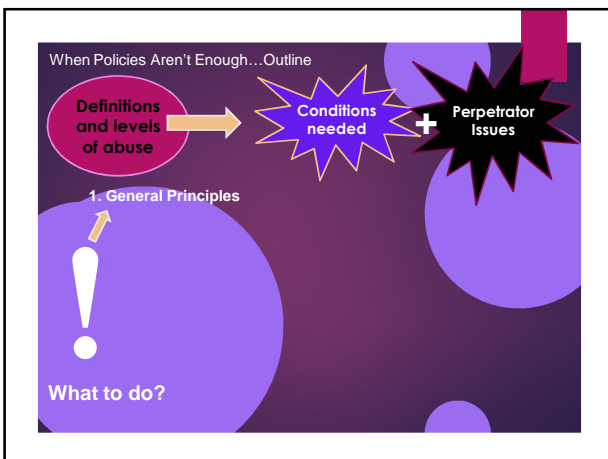
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Some Tentative Strategies that reduce chances of neglect & abuse

1. Have no illusions to the capacity of human nature...accept that \_\_\_\_\_ given the necessary context has the capacity within their \_\_\_\_\_ to inflict harm and especially so when they feel *they* are a \_\_\_\_\_, humiliated or devalued themselves

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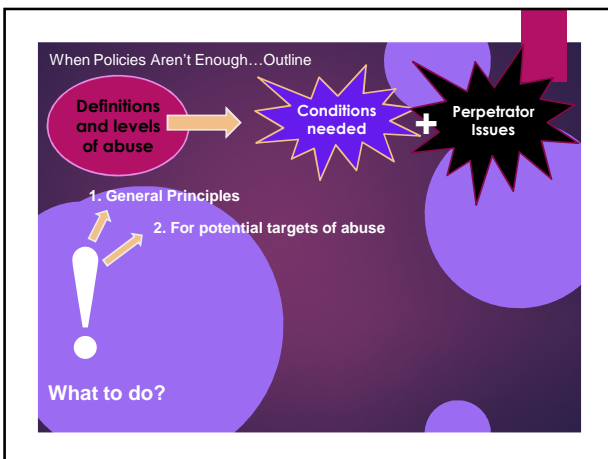
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Some Tentative Strategies that reduce chances of neglect & abuse

2. At the level of the people served, as much as possible provide:
  - Valued social roles (& the \_\_\_\_\_ identity status they create) in (safer) valued contexts
  - Access & support for freely given \_\_\_\_\_(s)

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Even One Relationship Can Be of Decisive Importance...

- \_\_\_\_\_ bridge from the \_\_\_\_\_ world to the \_\_\_\_\_ world
- It's *the* \_\_\_\_\_ thing that \_\_\_\_\_ a person from being made dead!

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Some Tentative Strategies that reduce chances of neglect & abuse

2. At the level of the people served, as much as possible provide:
  - Valued social roles (& the enhanced identity status they create) in (safer) valued contexts
  - Access & support for freely given relationship(s)
  - Enhanced \_\_\_\_\_, including image of \_\_\_\_\_
  - Positive \_\_\_\_\_ skills and other competencies
  - Strategies for \_\_\_\_\_ with abuse

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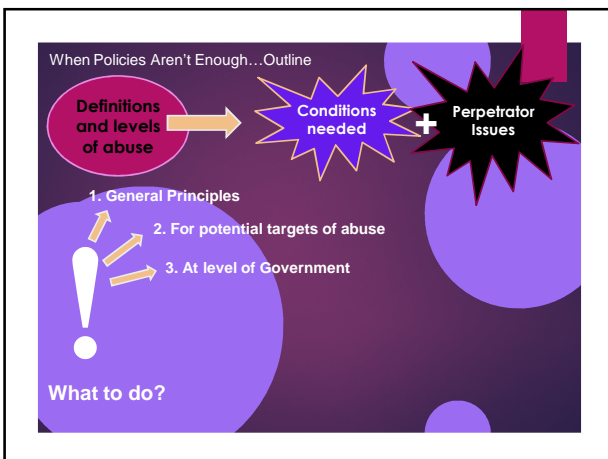
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**Frequent Recurrent Patterns of Decision Making in Systems**  
(Wolfensberger)

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

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**Some Tentative Strategies that reduce chances of neglect & abuse**

At the level of Governmental structures

- Provide a clear \_\_\_\_\_ context and service culture for \_\_\_\_\_ agencies

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**For values within organisations to operate effectively they have to meet four conditions:**

1. The value answers a \_\_\_\_\_ that the organisation is struggling to defeat. Their value represents its determination to defeat that tendency;
2. They provide \_\_\_\_\_ to most daily decisions that are made by everyone in the organisation; (Collins & Hansen 2011);
3. They are \_\_\_\_\_ adhered to else another (unstated) value has supplanted it, which could introduce deception;
4. Finally, they have to be \_\_\_\_\_, spoken about regularly and reflected in the actions of all involved.

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**Some Tentative Strategies that reduce chances of neglect & abuse**

3. At the level of Governmental structures

- Provide a clear *values* context and service culture for all agencies
- Provide substantial support for people & families to \_\_\_\_\_ their own service arrangements
- Provide \_\_\_\_\_ shield; caution on over-reliance on 'policies'
- Provide (host) agencies a high level of \_\_\_\_\_ freedom coupled with responsibility and accountability for what they provide. Accountability of outcomes, not means

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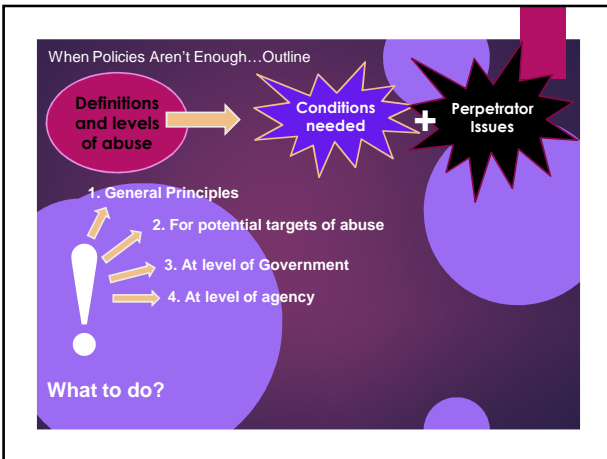
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**Some Tentative Strategies that reduce chances of neglect & abuse**

At the level of agency

- Services that reflect or are in the "culturally valued \_\_\_\_\_" (CVA)
- Reduce any status \_\_\_\_\_ between staff & recipients and reduce \_\_\_\_\_ as much as possible

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**Some of the more common Impacts of an over reliance on policy...**(Howard 2014)

- Decision making removed from people and replaced with \_\_\_\_\_
- Removes \_\_\_\_\_ and judgement (when energy and judgement are requirements for doing anything well)
- Regulating with precise dictates \_\_\_\_\_ the original intention: the legalisation of everyday actions
- Principles replaced with \_\_\_\_\_ level dictates
- Focuses on \_\_\_\_\_ rather than results
- Replaces \_\_\_\_\_. Neutral rules replaces right from wrong but soon embody bad values

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**Some Tentative Strategies that reduce chances of neglect & abuse**

At the level of agency

- Services that reflect or are in the “culturally valued analogue” (CVA)
- Reduce any status differences between staff & recipients and reduce formalization as much as possible
- Enhance interaction, \_\_\_\_\_ to the point of life-sharing
- Create a culture of \_\_\_\_\_ that is “reporting supportive”
- Respond to any “\_\_\_\_\_” *quickly* and seriously
- Select ‘right’ people and provide clear and positive \_\_\_\_\_ roles for staff
- Caution in \_\_\_\_\_ institutionalized staff or placing new staff in contexts expecting them to institute change

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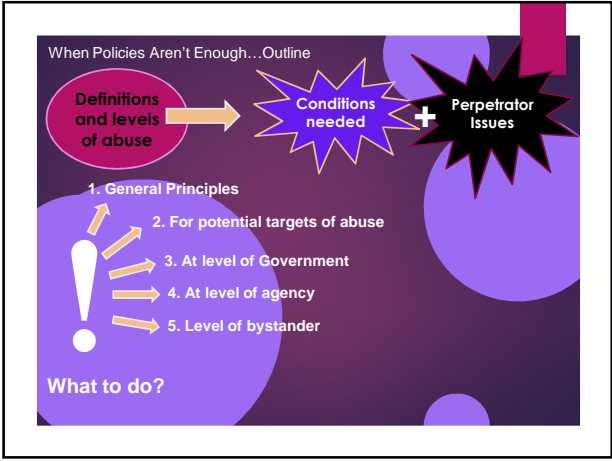
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**Some Tentative Strategies that reduce chances of neglect & abuse**

5. At the level of the 'active observer' (the "bystander"):
- Identify the \_\_\_\_\_ of ones actions and strengthen ones conscience (be explicit about your values)
  - Be \_\_\_\_\_ to those values...exercise restraint (most people will cheat, even a bit, if they have plausible deniability) of oneself

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**Some Tentative Strategies that reduce chances of neglect & abuse**

5. At the level of the 'active observer' (the "bystander"):
- Identify the basis of ones actions and strengthen ones conscience
  - Be submitted to those values...exercise restraint
  - \_\_\_\_\_ ones response to poor behaviour
    - Think in \_\_\_\_\_ (versus passive) terms
    - Define a \_\_\_\_\_; commentator, reporter, mentor, demonstrator, whistleblower
    - Consider the \_\_\_\_\_ that can happen if one pursues this course of action, grieve, then do it

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- "Remaining passive bystanders in the face of others' suffering can create callousness.
- It is nearly impossible to see great suffering, to do nothing, and continue to feel caring and empathy.
- To protect themselves from guilt and empathic suffering, individuals and groups that remain passive need to distance themselves from victims.
- As a result, their passivity may reduce the likelihood of later action by them." (Staub 2003 p367)

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**Some Tentative Strategies that reduce chances of neglect & abuse**

5. At the level of the Individual (the "bystander"):
- Identify the basis of ones actions and strengthen ones conscience
  - Be submitted to those values...exercise restraint
  - Rehearse ones response to poor behaviour
    - Think in active (versus passive) terms
    - Define a role:, commentator, reporter, mentor, demonstrator, advocate, whistleblower
    - Consider the worst that can happen if one pursues this course of action
  - Secure \_\_\_\_\_ and contexts for \_\_\_\_\_ and renewal

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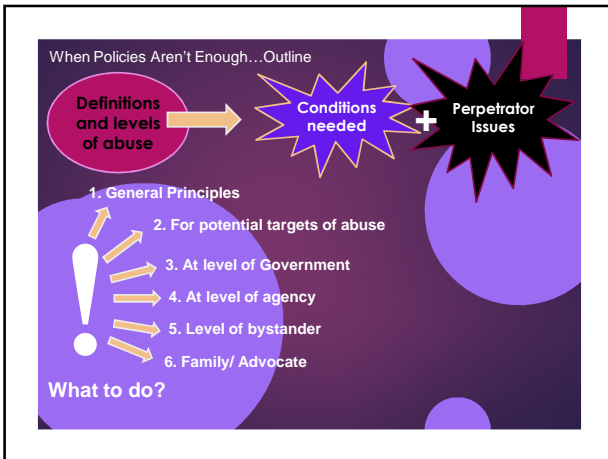
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**Some Tentative Strategies that reduce chances of neglect & abuse**

**At the level of the family & advocate:**

- \_\_\_\_\_ abuse and neglect. Perpetrators have a \_\_\_\_\_, so should you
- \_\_\_\_\_ everyone who has contact with your child. Indicate your awareness of abuse potential and that you will be watching
- Remember, a perpetrator can be anyone including a \_\_\_\_\_ person and gain the confidence of everyone
- They will \_\_\_\_\_ stop on their own

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**Problems for Family Members and Advocates when Faced with Potential Abuse Scenarios**

- Fear of making a \_\_\_\_\_ & embarrassment
- Fear of \_\_\_\_\_ & confrontation
- Fear of \_\_\_\_\_ & retribution
- Loyalty and emotional pull of \_\_\_\_\_
- Fear of social \_\_\_\_\_ and criticism

• Baladerian, 2013

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**Some Tentative Strategies that reduce chances of neglect & abuse**

**At the level of the family and advocate:**

- Listen, trust and \_\_\_\_\_ what child/protege says. Then \_\_\_\_\_
- \_\_\_\_\_ them healthy sexual values and about their bodies and what can be touched and not touched
- Let child/protege know that they can tell you \_\_\_\_\_ of anything that happens and they will not be in trouble, in spite of what someone else might say. Remind regularly
- Be wary of \_\_\_\_\_ children and adults who want to spend a lot of time with your child

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**What Preparation can People themselves be given?**

- Assertiveness training? Martial arts?
- Communication; "Stranger Danger"? Red flag-- Green Flag? "No-Go-Tell" program?
- An *Individual Response Plan* (IRP)

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**What does a I.R. Plan consist of?  
(Baladerian 2013)**

- Three stages:
  - 1) **Before:** \_\_\_\_\_, planning and rehearsal. Involves all family members as a team
  - 2) **During:** Person with a disability \_\_\_\_\_ this. This requires use of mental skills
  - 3) **After:** Plan \_\_\_\_\_ & reduction of negative consequences
- There is significant power when the (potential) victim has a plan and acts on it

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**Implications**

- Consider strategies for your scope of influence having considered what has been presented. Can you formulate a plan of action?
- Report to your group for comment
- Plenary summary

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