

ADULT PROTECTIVE SERVICES

SIMULATION TRAINING- BEYOND THE CLASSROOM



Presenters:

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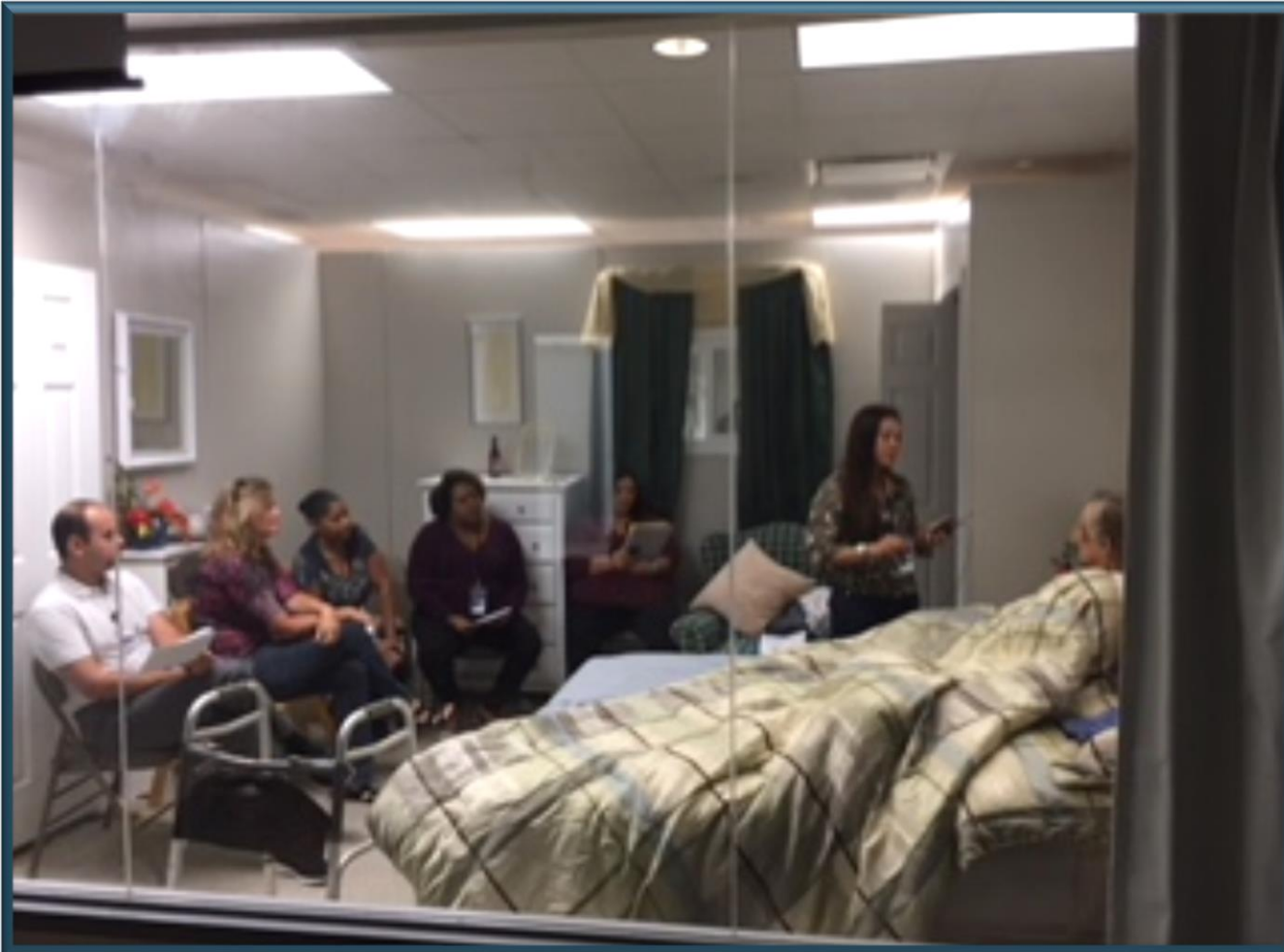
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County of Orange

LEARNING OBJECTIVES

At the conclusion of the workshop, participants should be able to:

- Identify the learning opportunities facilitated through simulation training and how it supports best practices related to adult learning theory.
- Identify resources to facilitate the development of simulation training.
- Outline essential elements in designing and developing simulation trainings tailored to the specific needs of their respective staff members.

SIMULATION, IT'S FOR US TOO!



An ***enhanced*** role-play for the practice of commonplace difficulties in a realistic environment

Facilitates the development of:

- Critical thinking skills
- Interpersonal skills
- Client engagement skills
- Observational skills

ELEMENTS OF ADULT LEARNING THEORY

- Purpose Driven
- Experiential
- Utilizes Previous Knowledge and Experiences
- Opportunities for Collaboration



VIDEO #1 - “GETTING IN THE DOOR” SCENARIO

Allegation of Self-Neglect: Health and Safety Hazard- The client’s home is reportedly hoarded with narrow pathways between rooms.

The client, Francis Stark, is 65 years old and lives alone in their home. Paramedics responded to the client’s home after a report that the client was down on the floor and unable to get up. Paramedics noted that the client’s home was full of trash, boxes and other items, as high as four feet in some areas, with only small, narrow pathways between rooms. The client accepted help in getting up off of the floor but refused all other offers of medical care including transportation to the emergency room. The client appeared to be of sound mind but denied that there was a problem with the condition of their home and eventually became irate and asked the paramedics to leave. The reporting party is concerned that the client’s home presents a fall risk to the client as there are narrow pathways between rooms and the client is dependent on their walker for mobility.

RESOURCE PLANNING



Orange County Sheriff's Department
Coroner's Office Training Rooms



LEARNING GOALS FOR SIMULATION

- Increase the participant's ability to transfer learned knowledge and skills into practice within a safe, non-judgmental, and realistic environment.
- Increase competence amongst new and/or experienced participants in their ability to effectively engage APS clients, alleged abusers, and collateral contacts.
- Increase participant's awareness so as to conduct thorough investigations with the assistance of observed environmental cues.
- Increase confidence so as to reduce performance anxiety when engaging in difficult conversations.



VIDEO #2- DIFFICULT CONVERSATIONS- INVESTIGATING PHYSICAL ABUSE SCENARIO

Allegation of Physical Abuse- The client's son allegedly hit the client, resulting in bruising to the client's face.

The client, Mavis Sand, is a 71-year-old female who has been diagnosed with Chronic Obstructive Pulmonary Disease (COPD). The client lives in her own apartment with the assistance of a live-in caregiver, Ella Rivers. The client's son, Owen Sand, visits on the caregiver's days off, Saturday and Sunday. The social worker arrives for the home visit. Unexpectedly, the client's son, Owen Sand, answers the door. The social worker attempts to gain access to the client to conduct the APS interview and simultaneously maintain confidentiality. The client's son demands to know the purpose for the social worker's visit and is unenthusiastic about the social worker's presence. The client's son begrudgingly allows the social worker in the home and directs the social worker into the client's bedroom. The client is sitting in her bed and watching television. As the social worker begins to engage the client, bruising on the client's left eye is observed.

“GETTING REAL” SCENARIO DEVELOPMENT

- Elicit learning goals
- Reflective of modern-day aspects of the community being served
- Include Subject Matter Experts (SME's)
 - Experienced APS Professionals



INTERVIEW #1

John Danczak

Senior Social Services Supervisor

Roles:

Simulation Script Contributor

Simulation Actor



FACILITATION

- Strength-based feedback
- Non-judgmental and safe environment
- Valuable feedback from peers



INTERVIEW #2

Quatana Hodges

APS Senior Social Worker

Role:

Simulation Participant



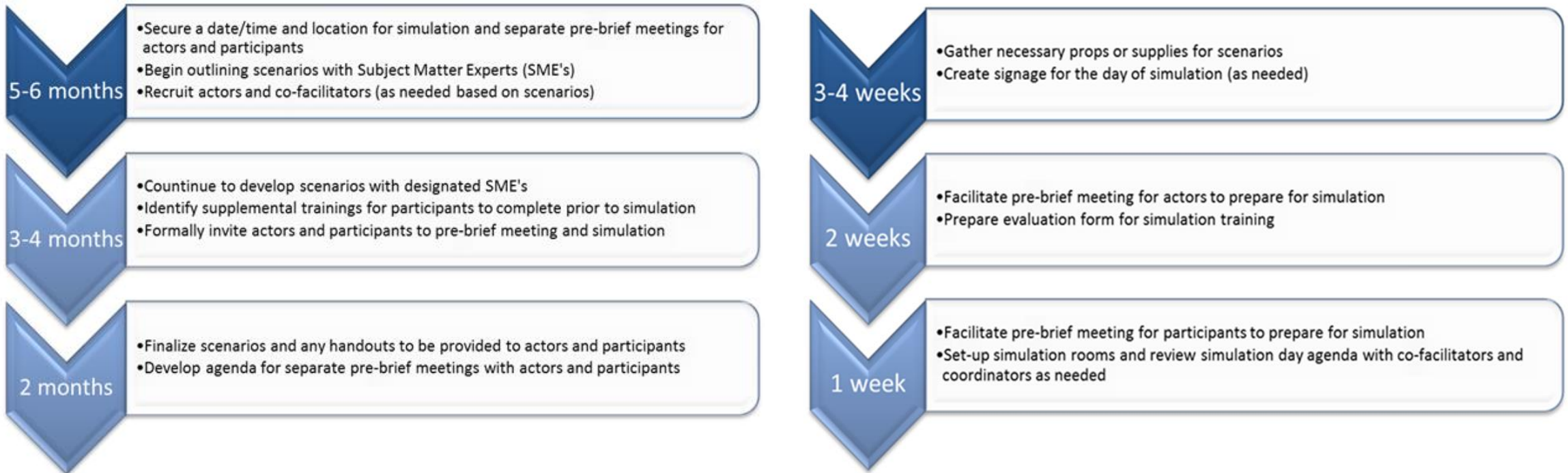
SCENARIO #3- DIFFICULT CONVERSATIONS WITH ALLEGED ABUSERS

Allegation of Financial Abuse- The client's son is allegedly taking the client into the bank repeatedly to withdraw large sums of money from her account.

Allegation of Isolation- The client's son is allegedly isolating the client as family has been unable to make contact via telephone or in-person with the client.

The client, Lisa Bale, is an 83-year-old female with mild cognitive impairments. The social worker has completed a private interview with the client in her home. During the interview the client stated she did not recall the specific reasons for which her son would have withdrawn the large sums of money. However, the client states her son is helping with her care and is helping to fix things around the house. The client also reports other family members do not visit or call as frequently as they used to prior to her spouse's death. The client has given the social worker permission to speak with her son about the allegations. The social worker will be meeting with the son and will conduct the interview in the living room.

PLANNING TIMELINE- PUTTING IT ALL TOGETHER



Q&A SESSION



October 13, 2017-First APS Simulation Training

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