

Wisconsin Public Psychiatry Network Teleconference (WPPNT)

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WPPNT Reminders

How to join the Zoom webinar

- **Online:** <https://dhswi.zoomgov.com/j/1606358142>
- **Phone:** 669-254-5252
- Enter the Webinar ID: 160 635 8142#.
 - Press # again to join. (There is no participant ID)

Reminders for participants

- Join online or by phone by 11 a.m. Central and wait for the host to start the webinar. Your camera and audio/microphone are disabled.
- [Download or view the presentation materials](#). The evaluation survey opens at 11:59 a.m. the day of the presentation.
- Ask questions to the presenter(s) in the Zoom Q&A window. Each presenter will decide when to address questions. People who join by phone cannot ask questions.
- Use Zoom chat to communicate with the WPPNT coordinator or to share information related to the presentation.
- [Participate live to earn continuing education hours](#) (CEHs). Complete the evaluation survey within two weeks of the live presentation and confirmation of your CEH will be returned by email.
- A link to the video recording of the presentation is posted within four business days of the presentation.
- Presentation materials, evaluations, and video recordings are on the WPPNT webpage: <https://www.dhs.wisconsin.gov/wppnt/2023.htm>



Power and Control

Recognizing Power Dynamics



Presenter:

Shawn Bass
Waisman Center, Community TIES

Learning Objectives

- Recognize the power dynamic between a person and their support provider
- Consider the nature of that relationship
- Identify the intentional and unintentional ways we as support providers and caregivers may exert power and control
- How we can avoid or de-escalate power struggles

Consider Our...

Beliefs



Speech



Actions



When Do P&C Issues Arise?

- Feeling Rushed // Feeling an obligation to complete a task
- Feeling slighted or shamed by the client
- Having authority challenged by client
- Inadvertently exerting power – not recognizing the power disparity
- Staff burnout // Fatigue
- Conflicting Values or Judgments
- Issues of immediate health and safety



Common P&C situations



Clothes



Hygiene



Diet



Money



Sex



Medications



Behavioral Issues



What Else?

What are some (appropriate or necessary) examples of:

- Limits set
- Choices made for
- Other control exerted

with someone we support?

What are some (inappropriate or unnecessary) examples of:

- Limits set
- Choices made for
- Other control exerted

with someone we support?

Generally...

Caregivers don't set out to control...

But...

It happens. Often.

Usually inadvertently because the caregiver wasn't considering the power dynamic or other factors made the caregiver feel pressured.

What makes people with IDD vulnerable to maltreatment?

Real Vulnerability

- Targeted by Abusers
- Communication Deficits
- Physical Limitations
- Impaired Judgment
- Intimate Care and Privacy Issues

What makes people
with IDD
vulnerable to
maltreatment?

Learned/Imposed Vulnerability

- Dependence on Others
- No Sexual, Protective Information
- Boundary Confusion
- Loneliness
- Learned Compliance

Power and Control

The Wheel Model



The Wheel Model Violence



Caregiver Privilege



- Treat person as younger or less able than they are
- Ignore person's abilities & personal interests
- Make more dependent
- Think & speak for person
- Make decisions for the person
- Deny privacy
- Put caregiver convenience first

Coercion & Threat



- Threaten to withhold basic needs
- Threaten to terminate relationship
- Threaten to report person to authority
- Use punishments or medications to establish compliant behavior

Intimidation



- Using gestures to create fear: raised hand, eye stare, furrowed brow, slow head nods, etc.
- Threatening body posture; invading personal space

Emotional Put-Downs



- Ridicule the person
- Denigrate the person's culture, traditions, religion, disability
- Use aversive behavior change programs

Manipulate Supports



- Withdraw assistance or equipment
- Refuse to let person use communication devices
- Failing to use adaptive equipment
- Refuse to learn to do what the person requires
- Offering a bribe for compliance

Isolation



- Control access to friends, family, & neighbors
- Control use of phone, mail, e-mail
- Limit opportunities to engage in outside activities
- Discourage person's communication with others of authority

Minimize, Justify, Blame



- Deny or make light of abuse
- Ignore person's physical or emotional pain
- Justify rules or practices that limit autonomy, dignity, or relationships as necessary
- Excuse abuse as "behavior management" or "caregiver stress"
- Blame the person's disability
- Discount person as an "unreliable reporter"

Economic Exploitation



- Limit access to financial information & resources
- Make financial decisions based on agency or family needs rather than the person's needs
- Use a person's property or money as a reward or punishment to influence the person's behavior





Points to remember when responding to a P&C situation

- What does the behavior mean?
- How important is it? – is it TRULY a health or safety concern
- Slow down
- Listen
- Ask what person needs
- Don't take it personally
- Be self conscious of being respectful in language and actions
- Communicate with the team

The Wheel Model Non- Violence



- Listening to the person
- Acting as the person's agent rather than the organization's agent
- Sharing caregiving responsibilities
- Encouraging the person to speak freely & to reach out to others
- Focusing on abilities and encourage choice

Choice & Partnership



- Discuss the impact of caregiver action on the person and vice versa
- Seek mutually satisfying resolutions to conflicts
- Collaborating to identify desirable changes

Negotiation & Fairness



- Committing to words & actions that create a safe environment for all
- Approachable body language
- Treating property with care

Non-Threatening Behavior



- Encourage positive communication of individual preferences & interests
- Honor culture, tradition, & religion
- Celebrate individual differences
- Develop policies & plans collaboratively

Dignity & Respect



- Encourage personal relationships & develop your relationship with the person
- Social Capital
- Assist engagement in community
- Encourage contact and communication with those who oversee services

Involvement



- Admitting to being wrong
- Understanding own & other's feelings
- Using positive behavior supports
- Being flexible in practice & policy
- Communicate openly & truthfully
- Taking a clear stand: abuse is never acceptable

Honesty & Accountability



- Give Time! For processing and for independence
- Preplan and foreshadow
- Encourage access to & regular use of adaptive equipment
- Maintaining equipment in a timely & effective way
- Proper use of medications

Responsible Service Provision



- Act responsibly with person's money
- Person's needs & preferences drive purchasing decisions
- Access to personal funds not contingent on compliance
- Share & explain financial information
- Actively seeking all resources available to the person

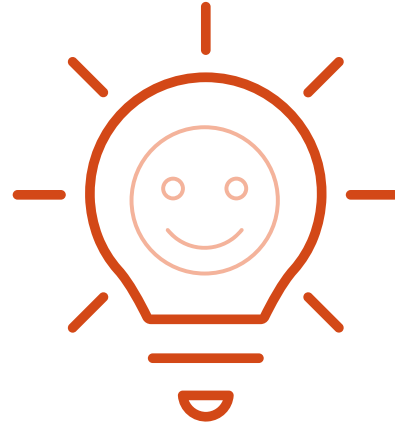
Economic Equality



Positive Practice / Creative Talking Strategies

(From MTC Training)

- Humor
- Choices
- Give Time
- Empathy
- Foreshadow
- Allay Fears
- Careful explanations



- Changing expectations
- Reflective listening
- Relaxation skills
- Share experience
- Team support
- Diversions
- Incentives

Consider Our Beliefs

Consider Our Speech

Consider Our Actions

Questions?

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Thank You!