

Susan Kas,  
Disability  
Rights Washington

## REASONABLE EXPECTATIONS

- Person (alleged victim) feels safe
- There is a timely response onsite (24 hours)
- To be heard (all the way through the process; accessible)
- To be taken seriously
- To not require person (alleged victim) to move in order to be safe
- To know whether allegations are going to be investigated or not
- Provider makes an immediate response
- The response is the same across settings
- If someone is found to have committed abuse/neglect, actions are taken to hold person accountable
- To be able to go to someone you trust and get help to do that if needed
- To know where to turn and where to go in order to get resources right away
- To know what happens next
- Approach by everyone involved in response is coordinated, and they are trained to know how to address these issues and victim
- To get the help needed in response to harm (even if allegations can't be substantiated; care is given to the person's sense of safety)
- Investigation is timely (enough people to start and complete investigations)
- There is no fear of retaliation, and it is safe to complain
- If self-neglect is alleged, there is some response that helps prevent further self-neglect
- Person accused of abuse does not have contact with alleged victim or other vulnerable adults
- There is an independent outside investigation (not by the facility accused)



Disability Rights  
WASHINGTON  
Washington's protection and advocacy system

## FOR MORE INFORMATION

### Reports Related to the Adult Abuse and Neglect Response System

“Improving Washington’s Response to Abuse and Neglect,” Disability Rights Washington, 2008

<http://www.disabilityrightswa.org/sites/default/files/uploads/ARS%20Report%20FINAL%20%283%29.pdf>

“Improving Washington State’s Adult Response System,” The Abuse/Neglect of Adults Who are Vulnerable Study Group convened by the Department of Social and Health Services Secretary, Susan Dreyfus, 2010

<http://www.aasa.dshs.wa.gov/about/UpdateCentral/AbuseResponse/default.htm>

“Adult Family Home Quality Assurance Panel Report,” Recommendations to the Governor and Legislature per ESHB 1277

<http://www.waombudsman.org/wp-content/uploads/2012/03/quality-assurance-panel-report-2012.pdf>

“Too Little Too Late: A Call to End Tolerance of Abuse and Neglect,” Disability Rights Washington, 2012

[http://www.disabilityrightswa.org/sites/default/files/uploads/Too%20Little%20Too%20Late\\_Redacted.pdf](http://www.disabilityrightswa.org/sites/default/files/uploads/Too%20Little%20Too%20Late_Redacted.pdf);

“Improving payment systems and monitoring necessary to prevent errors and improve Safety,” Washington State Auditor’s Office Performance Audit Report No. 1009939, July 31, 2013

[http://www.sao.wa.gov/state/Documents/PA\\_DDA\\_Payments\\_Safety\\_ar1009939.pdf#search=DDA%20background%20checks](http://www.sao.wa.gov/state/Documents/PA_DDA_Payments_Safety_ar1009939.pdf#search=DDA%20background%20checks)

### Media Links About Reports and Other Alleged Incidents

[http://seattletimes.com/html/localnews/2019925424\\_grouphomes18m.html](http://seattletimes.com/html/localnews/2019925424_grouphomes18m.html)

<http://www.komonews.com/news/local/Audit-Washington-caregivers-failed-criminal-background-checks-217861041.html>

<http://q13fox.com/2014/03/03/developmentally-disabled-woman-burned-locked-in-room-suing-state/#axzz34wU489in>

<http://q13fox.com/2013/06/11/elderly-woman-chokes-to-death-on-sandwich-in-adult-family-home/#axzz34wU489in>