

PROTECTING PEOPLE WITH SPECIAL NEEDS FROM THE DANGERS OF CAREGIVER FATIGUE

A Fact Sheet for: **Provider Agencies**

The Risks

Caregiver inattention may result in an incident that jeopardizes the safety and well-being of people receiving services. This could include:

- An Individual's personal care and health needs not being met;
- Failure to prevent or de-escalate an individual's high risk behaviors such as choking or elopement;
- Inability to respond to an individual's acute medical needs; and/or
- Failure to respond to an emergency, such as a fire.

What You Can Do

- **Deter and detect willful acts of sleeping on the job.** Implement and regularly review the effectiveness of policies meant to deter and detect unauthorized *willful* sleeping on the job, through practices such as conducting frequent unannounced spot checks.
- **Establish emergency contingency plans to address the occasional need to relieve staff found to be unfit for duty.**
- **Identify and plan for addressing risk or staff accidentally sleeping on the job.** Implement policies that assess and plan for identifiable risks of staff accidentally falling asleep on the job; establish policies that direct staff to develop *Personal Action Plans* with their supervisors, especially for staff working non-traditional shifts, or who work alone.
- **Encourage, teach and support persons receiving services to respond appropriately to emergencies and other unsafe conditions.** Implement policies to direct treatment teams or other circles of support to assist each resident to develop *Personal Safety Plans* which include instruction on how to call for help if a caregiver is unresponsive to immediate needs.
- **Report Abuse or Neglect to the Justice Center's 24/7 Statewide Toll-Free Hotline.**
Call: 1-855-373-2122 / TTY 1-855-373-2123.

Questions?

Justice Center
Information and Referral

Toll-Free:
1-800-624-4143

TTY: Dial 7-1-1 for the
NYS Relay and give the
Operator 1-800-624-4143

Email:
[infoassistance@justicecenter.
ny.gov](mailto:infoassistance@justicecenter.ny.gov)