

Spotlight on Prevention

Partnering to Protect People with Special Needs

PROTECTING PEOPLE RECEIVING SERVICES FROM THE DANGERS OF CAREGIVER FATIGUE

A Fact Sheet for: **People Receiving Services, Families & Friends**

The Risks

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

- Failure to prevent or de-escalate high risk behaviors such as choking or elopement;
- Inability to respond to a person's acute medical needs; and/or
- Failure to respond to an emergency, such as a fire.

What You Can Do

- **Speak Up.** Tell trusted staff and others anytime you find a caregiver sleeping on the job or otherwise unable to attend to your, your housemates, or your loved one's needs.
- **Know Emergency phone numbers.** Program them into a phone for ease of use. Ask providers to post emergency phone numbers, make an administrator-on-duty's phone number available to yourself or your loved one, and make sure a working phone is available for use in an emergency.
- **Make a *Personal Safety Plan* for yourself or your loved one.** Practice strategies including how to alert others if a caregiver is unavailable or incapacitated.
- **Get involved.** Ask provider agencies to provide you with copies of policies and procedures that are in place to deter and detect both willful and accidental sleeping on the job.
- **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)