

**Chapter 64; Preventing Member Abuse, Neglect, and
Exploitation Yearly Recertification (2025)
MOCK Scenarios—TEST**

NAME: _____ DATE: _____

Please, take the time to read through each of the scenarios provided. Based off of your knowledge from the Chapter 64 slideshow, answer each of the scenarios by circling either YES (meaning you would report the situation) or NO (you would not report the situation), then if you answered YES, circle either APS (for reporting instances to Adult Protective Services for individuals 18+), or DCS (for reporting instances to the Department of Child Safety for individuals under the age of 18). Whether you marked YES or NO, please give a brief description as to why you answered the way you did (sheets can be added for additional room, if needed). REMEMBER; ALL instances of maltreatment of vulnerable individuals must be reported, if they are witnessed by you yourself, if the information was relayed to you by a reliable source, or if the injury does not match the story given. These are all considered “reasonable belief” and need to be reported to either APS/DCS, or Law Enforcement immediately. The State’s bar is “when in doubt report it.” In case of emergency or for an individual in imminent danger, ALWAYS contact Law Enforcement.

Mock Scenarios

1) Carla is a 32 year old female that has been diagnosed with Down Syndrome and attends a Day Program five days a week. She has a Respite provider that picks her up on Fridays every week so that they can hang out for a few hours before the provider takes her home. When showing up to pick Carla up from her DTA, the provider walks in and sees three members in the entry way without staff present. The provider continues to wait a few minutes for someone to come address her presence, but after five more minutes of no staff contact, the provider works her way into the large room where many more members, some in wheelchairs, are all unsupervised without any staff present. The staff asks Carla, her member, where the staff are, and Carla says that they are in a meeting.

A) YES - APS or DCS

B) NO

Explain: _____

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2) Victoria, an adult member receiving services through the DDD, lives in an Adult Developmental Home and gets a monthly SSI check from Social Security to pay for her room and board, various needs that sporadically come up (i.e. a new mattress, clothes, shoes, radio, etc.), monthly cell phone bill, and some personal spending cash. Victoria's female ADH provider, Jan, has put in a request to the State that Victoria is wanting and in need of a new tv. Once approved and the new tv arrives, Jan, the ADH provider, puts the older, used tv from her room into Victoria's room, and sets the new, bigger tv up in her bedroom. Andrea, the respite provider shows up to work with Victoria to give Jan a few hours to run errands on her own. While in the home, the respite provider overhears Jan talking with her friend on the phone about the new tv she just got in her room and how she got it with Victoria's money, but that it was fine, because Victoria ended up with another tv anyway.

A) YES - APS or DCS

B) NO

Explain: _____

3) Justin is a young man, aged 17, that has Down Syndrome. He loves to work hard and help animals, so he is spending some time with his Day Treatment and Training Program (DTT for children) volunteering at a farm. While at the farm the staff have him help clean the manure from a horse stall. Once it is clean, Justin is proud of the work he has done and wants to do more. The staff have him clean all of the manure from three other horse stalls and do not pay him for the work he has done. Though he is dirty and sweaty, Justin tells his housemates how good he feels to help the animals have a clean bedroom.

A) YES - APS or DCS

B) NO

Explain: _____

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4) Richard, an adult with Cerebral Palsy, lives in a DDD funded group home. Richard uses crutches to be able to move about freely and independently. It is noted in his PCSP that he has a tendency to wander into his housemates rooms uninvited and this can create problems between him and his housemates and even led to altercations. The lead staff tells you and the other group home staff that in order to keep the difficult behaviors under control, whenever Richard is seated, you or the other staff are to move his crutches out of his reach and when he needs them, he can ask you or the other staff for them. In this way, a staff member will always be aware and with him when he is moving around. When the question arises if this is something we would need to address with the team, the lead tells you that this is the easiest way to address the issue without creating extra work for the staff.

A) YES - APS or DCS

B) NO

Explain: _____

5) Sherrie is an elderly woman with cognitive disability that uses a wheelchair for mobility. When you arrive to take her to the store, you see that she has a couple large, fresh bruises, with no regular shape on the top of her left forearm and left hand. Her sister who is her caregiver tells you that when Sherrie was transferred to her bed last night, her left arm got stuck under her and pinned up against the bed rail. It is documented in her PCSP that she is also taking Coumadin as a blood thinner.

A) YES - APS or DCS

B) NO

Explain: _____

Reporting Measures

Department of Child Safety

Child Abuse Hotline: 1-888-SOS-CHILD (1-888-767-2445)

<https://dcs.az.gov/report-child-abuse>

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Adult Protective Services

Central Intake Unit: 1-877-SOS-ADULT (1-877-767-
2385)

<https://des.az.gov/services/basic-needs/adult-protective-services/report-adult-abuse>