



ETHICAL DILEMMAS

WHAT SHOULD I DO?

SCENARIO 1: You are out in the community with your client, Tommy. Tommy has to use the bathroom and he says it's an emergency. You do not want him to have an accident in your car. You notice there is a handicap parking spot available, but you don't have a handicap placard. What should you do?

- A. Park in the Handicap spot anyway, as Tommy has special needs
- B. Find the closest regular parking spot available and take Tommy in to use the bathroom
- C. Drop Tommy off at the curb and encourage him to go inside to use the bathroom and you will wait in the car.



CORRECT ANSWER: B

A. Park in the Handicap spot anyway, as Tommy has special needs.

* It is illegal to park in a handicap parking spot if you don't have the proper documentation for Tommy (Handicap Placard).

B. Find the closest regular parking spot available and take Tommy in to use the bathroom.

* If Tommy has a history of having accidents, pack an extra pair of clothes in case he does not make it to the bathroom.

C. Drop Tommy off at the curb and encourage him to go inside to use the bathroom and you will wait in the car.

* It is considered neglect if you drop your client off and wait in the car while client is in a store even if its only to use the bathroom. You must be with your client at all times.

Scenario 2: you have a client who is in crisis. He is continuing to make threats about harming himself. You take him to the local crisis center. You explain to the receptionist what is going on. She asked for your client to wait in the waiting room until he is called back. What should you do now?

- A. Wait in the waiting room with your client to see if he will be admitted into the center
- B. Leave your client in the waiting room since he is at the Crisis Center and they will know what to do if he starts to harm himself.
- C. Take your client back home because your shift ends in 1 hour and you have to go pick up your kids at daycare.



CORRECT ANSWER: A

A. Wait in the waiting room with your client to see if he will be admitted into the center.

* You are responsible to ensure your clients safety. Since your client has not actually been admitted, it is still your responsibility to keep them calm and safe.

B. Leave your client in the waiting room since he is at the crisis center and they will know what to do if he starts to harm himself.

* Your client has NOT been admitted yet. He is still in the waiting area and the receptionist may not be trained on how to handle a client in crisis.

C. Take your client back home because your shift ends in 1 hour and you need to go pick up your kids at daycare.

* While working with your client, you are responsible for their safety. If you have a client in crisis, you need to make other arrangements to have your children picked up at daycare. If you work in this field, you should always have a back up plan if you have after work obligations because you never know what can happen.

Scenario 3: You are driving with your client and you get rear-ended by the car behind you. What should you do?

A. Pull over, collect the driver's insurance information and continue about your day with your client.

B. Pull over, inspect your car for damage. If there is no damage, continue with your day.

C. Make sure your client is okay. Ask him if he wants to go to the Emergency Room. Call Caregiver, then HCBS ADMIN (Jennifer Shaffer or Neffertina German) and fill out an incident report. You also want to take photos of damages to the cars.



**CORRECT
ANSWER: C**

A. Pull over, collect the driver's insurance information and continue about your day with your client

- Always ensure your client is okay. If there are any type of accidents with or without emergency responders- you need to document in notes and contact HCBS Admin IMMEDIATELY.

B. Pull over, inspect your car for damage. If there is no damage, continue with your day.

- Any time there is a minor accident with no damage, as long as your client is okay, you have notified caregiver and HCBS Admin, you can continue with your day.

C. Make sure your client is okay. Ask him if he wants to go to the Emergency Room. You will then call caregiver to let them know what happened, then HCBS ADMIN (Jennifer Shaffer or Neffertina German), complete an incident report and document the accident in your notes. You also want to take photos of damages to the cars.

Scenario 4: You are working with an elderly client, Bill, who has a lot of health problems. You are aware of his COPD, and history of heart attacks. While helping Bill with his ADLs, Bill starts to complain about having a hard time breathing. You encourage him to sit on the couch and take a break. Bill continues to have a hard time breathing and is starting to complain of intense chest pains. What should you do?

- A. Ask Bill if he is ready to finish his ADLs because your shift is almost over.
- B. Ask Bill if you should call his caregiver and ask them to meet you at the local Urgent Care.
- C. Call 911 immediately.



CORRECT ANSWER: C

A. Ask Bill if he is ready to finish his ADLs because your shift is almost over.

Bill's safety is your first concern. You don't want to put his health at risk by encouraging him to finish his ADLs.

B. Ask Bill if you should call his caregiver and ask them to meet you at the local Urgent Care.

If he is having chest pains, you don't want to waste time trying get a hold of caregiver and then driving him in case he has a heart attack.

C. Call 911 immediately.

Due to Bill's history of heart attacks, shortness of breath and intense chest pains are considered an emergency, and 911 should be called first and then make contact with the caregiver.

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- Its important to understand emergencies can occur at any time while you are working with your client. Emergencies can include car accidents, health emergencies, client runs off, car gets a flat tire, client gets caught stealing in a store, etc. It is important to remember to document these incidents in your notes and let Jennifer Shaffer or Neffertina German know immediately. HCBS admin are here to help you through this process. If you are unsure if you need to document it, remember:

WHEN IN DOUBT, REACH OUT!

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