

Handouts for the Webinar

Risk and Protective Factors Related to Hoarding

April 23, 2013

Presenters

Arlette Lambert

Child Welfare Policy Consultant
NC Division of Social Services

Joyce Massey-Smith

Adult Program Representative
NC Division of Aging and Adult Services

Jessica Williams

Consultant

Susan McGuire

Director of Older Adult Ministries
Edenton Street United Methodist Church (Raleigh, NC)

Produced by

Family and Children's Resource Program, part of the
Jordan Institute for Families
UNC-Chapel Hill School of Social Work

Sponsored by

NC Division of Social Services

Contents

5 Levels of Hoarding	2
Myths vs. Facts Living with a Hoarder	3
Safety, Health, and Well-Being Needs Checklist	4
Diseases Carried by Animals and Passed to Humans	5
Sample Journal Entry	6
The Plan of Action (POA) Model	7
Plan of Action Worksheet	8
Resources	9
References	10
Webinar Slides	11

5 LEVELS OF HOARDING

LEVEL 1

A level 1 household is “normal,” with some clutter, and is clean and livable and may have occasional pet odors, some evidence of rodent or pest activity. Household is considered standard. No special knowledge in working with the disorganized person is necessary.

LEVEL 2

A level 2 household has problems with pet and pest damage, some doorways blocked by clutter and one broken household appliance like a washer, dryer or refrigerator. Household requires professional organizers or related professionals to have additional knowledge and understanding of disorganization and hoarding.

LEVEL 3

Levels 3, 4 and 5 the clutter is from the floor to ceiling, the house falls in disrepair, plumbing leaks, windows are broken, food is rotting, and there are no clear paths, no place to sit, eat or sleep, and there is major pest infestations.

A level 3 household may require services in addition to those a professional organizer and related professional can provide. Professional organizers and related professionals working with Level III households should have significant training in hoarding and have developed a helpful community network of resources, especially mental health providers.

LEVEL 4

A level 4 Psychological, medical issues or financial hardships are generally involved. Resources will be necessary to bring a household to a functional level. These services may include pest control services, "crime scene cleaners," financial counseling and licensed contractors and handypersons. Household needs the help of a professional organizer and a coordinated team of service providers.

LEVEL 5

A person with a level 5 hoarding problem can no longer live in his or her own home safely. Household will require intervention from a wide range of agencies. Professional organizers should not venture directly into working solo with this type of household. The Level V household may be under the care of a conservator or be an inherited estate of a mentally ill individual.

Assistance is needed from many sources. A team needs to be assembled. Members of the team should be identified before beginning additional work. These members may include social services and psychological/mental health representative (not applicable if inherited estate), conservator/trustee, building and zoning, fire and safety, landlord, legal aid and/or legal representatives. A written strategy needs to be outlined and contractual agreements made before proceeding.

Excerpted from NC State University. (2012). *Where's my bed? An educational program for families living with hoarding*. Raleigh, NC: Author.

MYTHS VS FACTS

LIVING WITH A HOARDER



Myth: All hoarders are older, Caucasian women, so I don't have to worry about becoming one.

Myth: I don't have a problem with hoarding. I just collect a lot of items and will have a yard sale or sale them online soon to get rid of them. I don't need help from anyone.

Myth: Hoarding only affects me and no one else should have to deal with it within the household. It's my stuff, so leave it alone.

Myth: Just because I became a hoarder doesn't mean that my children will. They will learn from my mistakes and learn not to become a hoarder.

Myth: The house is safe to live in. I have the boxes stacked straight, so I don't have to worry about them falling down.

Fact: Compulsive hoarding is a hidden danger in the community and can affect anyone, regardless of economic, mental, race, age or sex status.

Fact: Individuals with compulsive hoarding commonly display lack of awareness of the severity of their behavior, sometimes denying that they have a problem and often resisting intervention attempts and failing to follow through with therapeutic assignments (Tolin, Fitch, Frost, & Steketee, 2010).

Fact: Homes are completely packed that their owners can't cook in their kitchens because every surface is covered, can't sleep in their beds, can't have visitors and often lose spouses and children because of the appalling living conditions (Hughes, 2010).

Fact: Compulsive hoarding may be hereditary. This can greatly affect children of hoarders as they grow up in this environment and may eventually begin to experience the same behaviors.

Fact: Safety issues in the home can include creating fire hazards, falls (especially for older adults), unsanitary conditions and the danger of clutter piles falling on family members.

Excerpted from NC State University. (2012). *Where's my bed? An educational program for families living with hoarding*. Raleigh, NC: Author.

SAFETY, HEALTH, AND WELL-BEING NEEDS CHECKLIST

There are questions that are necessary to answer upon inspecting the home's safety in order to determine the health and wellbeing of the individuals living in the home.

You should ask yourself...

- Is there an immediate health & safety threat to the person(s) living in the home?
- Is there any structural damage to the house? If so, what kind?
- Are the exits/doors/windows blocked by piles creating fire and safety hazards for the occupants of the home and blocking accessibility in case of a fire or emergency?
- Is there adequate house cleaning getting rid of dust, dirt, cobwebs, etc.?
- Are there accumulated piles of objects and items creating unsafe and high levels?
- Are there rodents, insects, or feces and garbage in the home creating unpleasant and hazardous odors? Are these odors wafting over to the neighbors?

Adapted from <http://ahelpinghandforyou.blogspot.com/2011/01/safety-risks-of-hoarding.html>

Excerpted from NC State University. (2012). *Where's my bed? An educational program for families living with hoarding*. Raleigh, NC: Author.

DISEASES CARRIED BY ANIMALS AND PASSED TO HUMANS

Disease Name	Type	Carrier
Brucellosis	Bacterial disease	Dogs and farm animals
Campylobacteriosis	Bacterial disease	Cats, dogs, farm animals and improper food handling
Cat Scratch Disease or Cat Scratch Fever	Bacterial disease	Cat scratches or bites
Cryptococcus	Fungal disease	Pigeon droppings
Cryptosporidium	Parasitic disease	Dogs, cats and farm animals
Giardia lamblia	Parasitic disease	Animals and water
Histoplasmosis	Parasitic disease	Bat feces
Hook Worm	Parasitic disease	Dogs
Leptospira	Bacterial disease	Livestock, dogs, rodents and contaminated water
Lyme Disease	Bacterial disease	Dogs and ticks
Lymphocytic Choriomeningitis	Viral disease	Rats, guinea pigs, and mice
Chlamydia psittaci	Bacterial disease	Pet birds including parrots and parakeets
Q Fever	Bacterial disease	Cats, dogs, sheep and goats
Rabies	Viral disease	Dogs, cats, horses and wild animals
Rocky Mountain Spotted Fever	Rickettsial disease	Dogs and ticks
Roundworm	Parasitic disease	Dogs, cats and their environment
Salmonella	Bacterial disease	Reptiles, birds, dogs, cats, horses, farm animals, and improper food preparation.
Tapeworm Infection	Parasitic disease	Dogs, cats with flea infestation
Toxoplasmosis	Parasitic disease	Cats and their environment
West Nile Virus	Viral disease	Spread by mosquitoes to humans, dogs, cats, and farm animals

Additional information available at: <http://www.aaahoardingbiohazard.com/contamination.html>

Excerpted from NC State University. (2012). *Where's my bed? An educational program for families living with hoarding*. Raleigh, NC: Author.

SAMPLE JOURNAL ENTRY

Wednesday, September 28

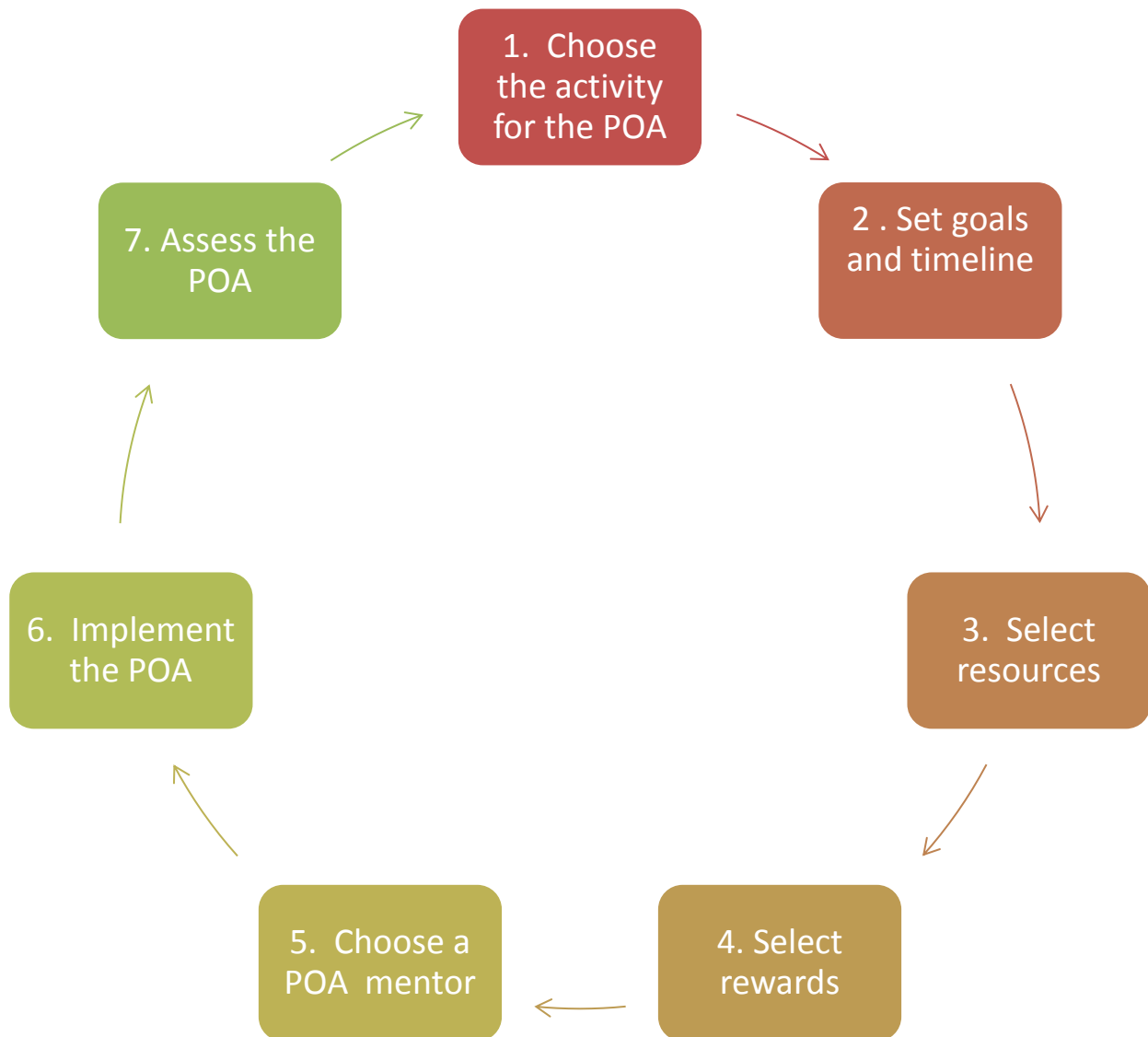
I talked with mom today about spending time at Uncle Bob's because I have no place to study. I tried to use the communication skills we talked about in class to tell her how I felt about the clutter in my room. I told her this is not my stuff and I really need my own space. She said she needed her stuff. I told her I loved her and I did not want to get rid of her stuff just move it out of my room. She started talking about not touching her stuff so I just listened. I tried real hard to tell her my feelings but I know she was not listening.

I talked with Uncle Bob and he said I was welcome any time to come over to his house and do my homework or invite friends to visit. I know if I tell mom I am having friends over to visit me at Uncle Bob's it will hurt her feelings. I talked with Dad when he got home from work and he is going to try and talk again with Mom. Dad wants the collecting to stop, he has got to find some help. Mom's collecting is getting way out of control. I don't want to have Dad move out but he said he was thinking about it.

Dad tried to talk with mom, I could hear them arguing. Dad just got in his car and drove away. I am afraid he won't come back tonight and I am frightened. Our next class is on Tuesday, I hope they can help us. I don't want to lose my family.

Excerpted from NC State University. (2012). *Where's my bed? An educational program for families living with hoarding*. Raleigh, NC: Author

THE PLAN OF ACTION (POA) MODEL



The Plan of Action model is designed to provide a family with a template for choosing and implementing an activity that builds family relationships and addresses an ongoing need (i.e. cleaning up an area in the house, removing some objects, sharing in an event, designing a fire escape route). The POA is an activity for the family and not designed to single out a particular family member for hoarding.

Excerpted from NC State University. (2012). *Where's my bed? An educational program for families living with hoarding*. Raleigh, NC: Author.

THE PLAN OF ACTION WORKSHEET

The activity we will do is: _____

The goal of the activity is: _____

The activity will begin on _____ and will be completed on _____

The following resources are needed to do our activity:

When the activity is successfully completed we will recognize our achievement by or with:

We have chosen _____ to help us with this activity.

(To be completed after implementing the POA)

We have or have not experienced the following results from our activity:

Our activity *was* or *was not* successful.

The most rewarding part of our activity was:

The least rewarding part of our activity was:

We learned from this activity the importance of:

We *will* or *will not* repeat this activity again. Why or why not?

Signed (all family members who took part in the activity) _____

Excerpted from NC State University. (2012). *Where's my bed? An educational program for families living with hoarding*. Raleigh, NC: Author.

RESOURCES

SUPPORT GROUPS

There is one support group for hoarders that meets in-person in the Triangle area. This free group meets on the second Thursday of each month from 7:00 to 9:00 p.m. The contact information: **Hope Community Church**, 821 Buck Jones Rd., Raleigh, NC 27606-3318, (919) 532-0620, Facilitator: Eileen Stevie.

Below are several on-line support groups that may be able to provide you with support and information. Please visit <http://www.choarders.org/sg.html> for additional information on on-line support groups.

- **Hoarding: Compulsive Hoarding Community: H-C.** <http://health.groups.yahoo.com/group/H-C/>
- **Stepping Out Of Squalors.** <http://takeonestepatatime.proboards80.com/index.cgi>.
- **Hoarding: Involved with a Hoarder: Overcoming Hoarding Together (O-H-T).** <http://health.groups.yahoo.com/group/O-H-T/>
- **Partners of Hoarders.** <http://groups.yahoo.com/group/Mates-of-Messies>
- **For Parents, Friends and Children of Hoarders.** <http://health.groups.yahoo.com/group/Friends-of-Hoarders>
- **Children of Hoarders.** <http://health.groups.yahoo.com/group/Friends-FamilyofHoarders-Clutterers>

ORGANIZERS, CLEANING, AND PEST CONTROL SERVICES

Organizers: The organizers need experience with Chronic Disorganization and will help hoarders manage their residence. These organizers will have access to area resources to assist the residence to become practical again. This includes cleaning services and pest control agencies. The organizer can discuss treatment plans with the hoarder and anyone else that they deem essential to the process based on the condition of the home. In order to locate local organizers with experience, please visit <http://www.napo.net> for additional information.

Cleaning Services: When choosing a cleaning service, you should pick one that has experience with cleaning homes of hoarders. If possible, chose a company that has been trained by Hoarding Cleanup. Hoarding cleanup not only entails clutter clean up, but the recovery of all the items in the home that are still useful, valuable and sentimental. A hoarding cleanup company should carry all insurances including general liability, workers compensation, automobile, and they must be bonded. You may locate local cleaning agencies at <http://hoardingcleanup.com>.

Pest Control Agencies: When evaluating the effectiveness of pest management methods, ask for specific steps that the Pest Control Operators will use in his or her pest management program. You should pick a method that allows for homeowner cooperation for maximum effectiveness. Control methods include sanitation, exclusion, and the use of multiple pest management products. A pest control agency should be licensed, insured, and they must be bonded.

WEBSITES

- A & E Television Network (2011). *Hoarders Series*. <http://www.aetv.com/hoarders/>
- Children of Hoarders. <http://health.groups.yahoo.com/group/Friends-FamilyofHoarders-Clutterers>
- For Parents, Friends and Children of Hoarders. <http://health.groups.yahoo.com/group/Friends-of-Hoarders>
- Hartford Hospital (2011). *Compulsive Hoarding*. Anxiety Disorder Clinic. <http://www.harthosp.org/InstituteOfLiving/AnxietyDisordersCenter/CompulsiveHoarding/default.aspx>
- Hoarding: Involved with a Hoarder: Overcoming Hoarding Together (O-H-T). <http://health.groups.yahoo.com/groups/O-H-T/>
- Partners of Hoarders. <http://groups.yahoo.com/Mates-of-Messies>
- Thomas, G. (October 14, 2009). It takes a community to help a hoarder. Metropolitan Organizing , LLC. Cary, NC at <http://metropolitanorganizing.com/managing-modern-life/hoarders-guidance/it-takes-a-community-to-help-a-hoarder/>

DVD (NON-FICTION)

- Information about compulsive hoarding. Part 1: An introduction to compulsive hoarding. Part 2: Decluttering the home. Ingica Productions. Actor: Dr. Renae Reinardy.

Excerpted from NC State University. (2012). *Where's my bed? An educational program for families living with hoarding*. Raleigh, NC: Author.


REFERENCES

- Anxiety and Depression Assoc. of America. <http://www.adaa.org/understanding-anxiety/obsessive-compulsive-disorder-ocd/hoarding-basics>
- Cornell University. (2012). Best practices: Top 20 decluttering tips. Retrieved February 27, 2012, from Cornellaging.org: http://www.environmentalgeriatrics.com/home_safety/decluttering.html
- Cornell University. (2012). Clutter and hoarding. Retrieved February 27, 2012, from www.cornellaging.org: http://cornellaging.org/gem/hoarding_index.html
- Defining compulsive hoarding. (2010). Retrieved April 11, 2012, from Compulsive- Hoarding.org: <http://www.compulsive-hoarding.org/Definition.html>
- Ekerdt, D., Sergeant, J., Dignel, M. and Bowen, M.(2004) Household Disbandment in Later Life. *The Journals of Gerontology*, 59,5. 265-273.
- Fagala, M. (2012). Mark Fagala cleanup specialist. Retrieved April 10, 2012, from Fagala Biohazard Specialists, LLC: <http://carolinacrimescenecleanup.com/>
- Frost, R. (2012). Hoarding assessment tool. Cornell University, Weill Medical Center, 1-4. http://www.environmentalgeriatrics.com/pdf/assessment_tool.pdf.
- Frost, R., Steketee, G., & Williams, L. (2000). Hoarding: a community health problem. *Health and Social Care in the Community* , 229-234.
- Internat'l OCD Foundation. <http://www.ocfoundation.org/hoarding/overview.aspx>
- Mahesh, S. (2012). Compulsive hoarding . Retrieved February 27, 2012, from Ezinearticles.com: <http://ezinearticles.com/?CompulsiveHoarding&id=5540076>
- Mataix-Cols, D., Frost, R., Pertusa, A., Clark, LA, Saxena, S., J. Leckman, Stein, D., H. Matsunaga, & Wilhelm, S. (2010). Review: Hoarding Disorder: A New Diagnosis for DSM-V? *Depression and Anxiety* 27 : 556–572.
- Reinardy, R. (Director). (2009). Information about compulsive hoarding [Video].
- Sollitto, M. (2012). Senior anxiety, OCD, and hoarding. Retrieved February 27, 2012, from Agingcare.com: <http://www.agingcare.com/Articles/senioranxiety-hoarding-ocd144712.htm>
- Steketee, G. (2010). From Dante to DSM-V: A short history of hoarding. Retrieved April 27, 2012, from International OCD Foundation: http://www.ocfoundation.org/hoarding/dante_to_dsm-v.aspx
- Steketee, G., & Frost, R. (2010). *Stuff compulsive hoarding and the meaning of things*. NY: Houghton Mifflin Harcourt Publishing Co.
- Tolin, D., Frost, R., & Stekee, G. (2007). *Buried in treasures: Help for compulsive acquiring, saving, and hoarding*. NY: Oxford Press.
- Whitfield, K., Daniels, J., Flesaker, K., & Simmons, D. (2012). Older adults with hoarding behavior aging in place; Looking to a collaborative community- based planning approach for solutions. *Journal of Aging Research*, 1-9.

Hoarding: Risk & Protective Factors


Welcome!

Please click on the colored link below to download the handout for today:
[04-23-13 webinar handout](#)



Learning Objectives


- Identify behaviors characteristic of hoarding
- Distinguish between collecting and hoarding and identify common reasons for both
- Identify possible risks and protective factors associated with hoarding
- Know how to find help for the family



April 23, 2013 Webinar UNC-CH School of Social Work 2

Presenters:
Susan McGuire
Jessica Williams

Arlette Lambert
Joyce Massey-Smith



Facilitator:
Mellicent Blythe

Technical Support:
Phillip Armfield
John McMahon

April 23, 2013 Webinar UNC-CH School of Social Work 3

Increase in Awareness of Hoarding

- Growing media attention
- Easier access to “stuff”
“Over the past 50 years, the number of possessions owned by the average person has increased dramatically. Modern civilizations are based on consumerism, saving, and acquiring, the more people accumulate the better the country does.”
(Tolin, D., Frost, R., Steketee, G., 2007, p.11)
- Increasing number of self-storage units
- Aging population

April 23, 2013 Webinar UNC-CH School of Social Work 4

Why Do We Acquire Things?

- People acquire and dispose of possessions to help us work and play throughout the life course.
- Things are consumed, wear out, lose our interest, are outgrown or replaced.
- As we get older we accumulate more things.
- People who move and downsize have the opportunity to clean out and dispose of things.
- For some older adults the amount of their possessions does not decrease.

April 23, 2013 Webinar UNC-CH School of Social Work 5

Why Do We Keep Things?

- Useful
- Worth money
- Give us pleasure
- Represent us
- Conjure the future
- Represent people and relationships
- Represent a legacy
- Need to be saved or recycled
- Because we can

D. Ekerdt, et al., 2004
April 23, 2013 Webinar UNC-CH School of Social Work 6

Collecting versus Hoarding

- Collecting -The hobby of collecting involves the intentional seeking, locating, acquiring, organizing, cataloging, displaying, storing, and maintaining items are of interest to the individual collector.
- Hoarding - The accumulation of things that have little or no value and the inability to dispose of things, sometimes referred to as disposophobia.


April 23, 2013 Webinar UNC-CH School of Social Work 7

4 Types of Hoarding

1. Clinical compulsive hoarding
2. Perfectionist hoarding
3. Animal hoarding
4. Senile Squalor Syndrome, Diogenese Syndrom, or Sylllogomania

April 23, 2013 Webinar UNC-CH School of Social Work 8


Is this collecting or hoarding?



Webinar Content is a freely licensed media file repository.
April 23, 2013 Webinar UNC-CH School of Social Work 9

Characteristics of Hoarding

1. Collecting too many items
 - ¾ hoarders shop too much
 - ½ report excessively collecting free things




2. Difficulty getting rid of items
 - Obsessive thoughts and actions about items Feelings of anxiety and suspicion around clean-up

April 23, 2013 Webinar UNC-CH School of Social Work 10

Characteristics of Hoarding, cont.

3. Disorganization
 - Usually mix of valuable and worthless items, including trash and spoiled food, that complicates clean-up



4. Emotional distress and functional impairment due to hoarding

International OCD Foundation; Association, Anxiety and Depression Assoc. of America

April 23, 2013 Webinar UNC-CH School of Social Work 11

Diagnosis of Hoarding

- Debate over whether it is a symptom of Obsessive-Compulsive Disorder or a separate disorder
 - 18-40% of OCD sufferers display hoarding sx
- Recommended to be included as separate diagnosis in DSM-V
- Key issue for diagnosis: The symptoms cause **clinically significant distress or impairment** in social, occupational, or other important areas of functioning (including **maintaining a safe environment** for self and others) Mataix-Cols, et al., 2010;

April 23, 2013 Webinar UNC-CH School of Social Work 12

Prevalence

- Up to 5% of world population
- 2x rate of OCD
- 4x rate of bipolar and schizophrenia

- Cited by International OCD Foundation

April 23, 2013 Webinar UNC-CH School of Social Work 13

Demographics of Hoarding

- Age
- Marital status
- Genetics
- Socio-economic status

April 23, 2013 Webinar UNC-CH School of Social Work 14



Connection to DSS Practice: Risk Factors

Use your chat box: what are some of the risk factors you think would be associated with hoarding?

April 23, 2013 Webinar UNC-CH School of Social Work 15

Risk Factors of Hoarding: Safety


- Fire
- Health and sanitation
 - Increase/worsening of illness (chronic headaches, respiratory problems, allergies, asthma, etc.) caused by dust, mold, mildew; toxic fumes; poor ventilation; bugs or rodents, etc.
 - May be expired/rotten food or lack of access to kitchen
- Risk of injury
 - Blocked windows and doors; unstable debris; damaged or rotting structure



April 23, 2013 Webinar UNC-CH School of Social Work 16

Risk Factors: Environmental and Structural


- Damage to house structure from clutter
- Lack of home maintenance
- Dangerous electric or gas appliances
- Lack of running water and other utilities
- Burst pipes, flooding, etc.



April 23, 2013 Webinar UNC-CH School of Social Work 17

Risk Factors: Social/emotional

- Possible eviction
- Emotional impact in family members: frustration, shame, resentment, fear
- May be extreme anxiety/paranoia for hoarder
- Social isolation



April 23, 2013 Webinar UNC-CH School of Social Work 18

Assessing Risk Factors

- Health/safety
- Environmental/structural
- Social/emotional

Use your chat box: how would you assess risk factors in a family with hoarding? What types of questions would you want to answer in your assessment?

April 23, 2013 Webinar UNC-CH School of Social Work 19

Some Key Assessment Questions for Risk Factors

- Health/Safety
 - Is the child/adult getting enough food and is it safe?
 - Is the child's/adult's hygiene an issue?
 - Have there been any injuries or illnesses resulting from the condition of the house?
- Environmental/structural
 - Are there any structural issues that need to be inspected or fixed?
- Social/emotional
 - Is the child getting to school/participating in activities?
 - How does child/adult interpret the condition of the house and the caregiver? What effect is it having on his/her development and well-being?
 - Are there other mental health diagnoses in the child/adult's family?
 - Is the child/adult isolated as a result of the hoarding?

20

Connection to DSS Practice: Protective Factors Framework


- Nurturing and attachment
- Knowledge of parenting and child/youth development
- Parental resilience
- Social connections
- Concrete support

Use your chat box: how would you assess protective factors in a family with hoarding? What types of questions would you want to answer in your assessment?

April 23, 2013 Webinar UNC-CH School of Social Work 21

Some Key Assessment Questions for Protective Factors

- Nurturing and attachment
 - What is the quality of the relationship with the child? Does the caregiver consider the child's needs and the effect of the hoarding?
- Knowledge of parenting and child/youth development
 - Does the parent understand how the hoarding might effect the child's normal development?



22

Some Key Assessment Questions for Protective Factors, cont.

- Parental resilience
 - Is the caregiver willing to change and accept help? Have they made successful changes in the past?
- Social connections concrete support
 - Does the caregiver have positive social supports and resources to help them make change?
- Concrete support
 - What resources does the family have or can they access to make and sustain change?


23

Other Key Assessment Questions to Understand the Hoarding

- What types of possessions are saved?
- What are the reasons for saving each type of possession?
- Where are items kept?
- Are family members involved?

Tips for Engagement

1. Acknowledge **your own feelings** about clutter
It's not about how you would want to live, but about the minimum standard for a safe home



2. Understand the **intent** for the hoarder
Remember hoarding is an illness that needs professional intervention. The person is not hoarding because they are lazy or a bad parent. Try to understand their motivation to help them make change.

25

Tips for Engagement, cont.



3. Focus on **reducing risk**, not "getting rid of things" or "clearing out clutter"
4. Family members or others should not try to clean things up **without the person's knowledge**

26

Finding Help

1. Find an experienced therapist and educational info. for families
 - Hoarding Center, International OCD Foundation
<http://www.ocfoundation.org/hoarding/>
 - Assoc. for Behavioral and Cognitive Therapies
<http://www.abct.org/Members/index.cfm>
 - Anxiety Disorders Assoc. of America
<http://www.adaa.org/>

April 23, 2013 Webinar UNC-CH School of Social Work 27

Finding Help, cont.

2. On-line or local support groups
<http://www.ocfoundation.org/hoarding/>
3. *Digging Out: Helping Your Loved One Manage Clutter, Hoarding, and Compulsive Acquiring.* Michel A. Tompkins and Tamara L. Hartl. (2009) Oakland, CA: Harbinger Press.

April 23, 2013 Webinar UNC-CH School of Social Work 28

Finding Help, cont.:

4. Plan of Action Model
5. Biohazard clean-up professionals
 - > Professional cleaners need to be certified, licensed, and bonded
 - > Needs to be person on-site who has a trusted relationship with the hoarder
 - > Family members should be involved in the cleanup
 - > Property owner pays for the clean-up
 - > Preparation for the initial cleanup takes time
 - > Cleanup is done in a short period of time
 - > Other agencies may be involved

Fagala, 2012

April 23, 2013 Webinar UNC-CH School of Social Work 29

Final Steps for DSS Staff

1. Please take a brief survey
 - > We will provide link for those logged on
 - > Can also access thru ncswlearn.org
2. To receive training credit, you must do "Complete Course" **WITHIN ONE WEEK**
 - > Log in to www.ncswlearn.org
 - > Select "PLP"
 - > Select "Webinars"
 - > Click "Enter"
 - > Click "Complete Course" button

April 23, 2013 Webinar UNC-CH School of Social Work 30
