Handouts for the Webinar

Risk and Protective Factors Related to Hoarding

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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 the 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.

MYTHS VS FACTS
LIVING WITH A HOARDER

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

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

**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.

**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).

**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.

**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).

**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.

**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.

**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:** 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.

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?


## Diseases Carried by Animals and Passed to Humans

<table>
<thead>
<tr>
<th>Disease Name</th>
<th>Type</th>
<th>Carrier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brucellosis</td>
<td>Bacterial disease</td>
<td>Dogs and farm animals</td>
</tr>
<tr>
<td>Campylobacteriosis</td>
<td>Bacterial disease</td>
<td>Cats, dogs, farm animals and improper food handling</td>
</tr>
<tr>
<td>Cat Scratch Disease or Cat Scratch Fever</td>
<td>Bacterial disease</td>
<td>Cat scratches or bites</td>
</tr>
<tr>
<td>Cryptococcus</td>
<td>Fungal disease</td>
<td>Pigeon droppings</td>
</tr>
<tr>
<td>Cryptosporidium</td>
<td>Parasitic disease</td>
<td>Dogs, cats and farm animals</td>
</tr>
<tr>
<td>Giardia lamblia</td>
<td>Parasitic disease</td>
<td>Animals and water</td>
</tr>
<tr>
<td>Histoplasmosis</td>
<td>Parasitic disease</td>
<td>Bat feces</td>
</tr>
<tr>
<td>Hook Worm</td>
<td>Parasitic disease</td>
<td>Dogs</td>
</tr>
<tr>
<td>Leptospirope</td>
<td>Bacterial disease</td>
<td>Livestock, dogs, rodents and contaminated water</td>
</tr>
<tr>
<td>Lyme Disease</td>
<td>Bacterial disease</td>
<td>Dogs and ticks</td>
</tr>
<tr>
<td>Lymphocytic Choriomeningitis</td>
<td>Viral disease</td>
<td>Rats, guinea pigs, and mice</td>
</tr>
<tr>
<td>Chlamydia psittaci</td>
<td>Bacterial disease</td>
<td>Pet birds including parrots and parakeets</td>
</tr>
<tr>
<td>Q Fever</td>
<td>Bacterial disease</td>
<td>Cats, dogs, sheep and goats</td>
</tr>
<tr>
<td>Rabies</td>
<td>Viral disease</td>
<td>Dogs, cats, horses and wild animals</td>
</tr>
<tr>
<td>Rocky Mountain Spotted Fever</td>
<td>Rickettsial disease</td>
<td>Dogs and ticks</td>
</tr>
<tr>
<td>Roundworm</td>
<td>Parasitic disease</td>
<td>Dogs, cats and their environment</td>
</tr>
<tr>
<td>Salmonella</td>
<td>Bacterial disease</td>
<td>Reptiles, birds, dogs, cats, horses, farm animals, and improper food preparation.</td>
</tr>
<tr>
<td>Tapeworm Infection</td>
<td>Parasitic disease</td>
<td>Dogs, cats with flea infestation</td>
</tr>
<tr>
<td>Toxoplasmosis</td>
<td>Parasitic disease</td>
<td>Cats and their environment</td>
</tr>
<tr>
<td>West Nile Virus</td>
<td>Viral disease</td>
<td>Spread by mosquitoes to humans, dogs, cats, and farm animals</td>
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Additional information available at: [http://www.aaahoardingbiohazard.com/contamination.html](http://www.aaahoardingbiohazard.com/contamination.html)

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

1. Choose the activity for the POA
2. Set goals and timeline
3. Select resources
4. Select rewards
5. Choose a POA mentor
6. Implement the POA
7. Assess the POA

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.

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)
__________________________________________________________________________________

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.hoarders.org/sg.html for additional information on on-line support groups.


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 Hording 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

DVD (Non-Fiction)

REFERENCES


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

Presenters:
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Mellicent Blythe

Technical Support:
Phillip Armfield
John McMahon
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., Stokoe, G., 2007, p.11)
- Increasing number of self-storage units
- Aging population

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.

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. Elrod, et al., 2004
Collecting versus Hoarding

- Collecting - The hobby of collecting involves the intentional seeking, locating, acquiring, organizing, cataloging, displaying, storing, and maintaining items 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 diaposophobia.

4 Types of Hoarding

1. Clinical compulsive hoarding
2. Perfectionist hoarding
3. Animal hoarding
4. Senile Squalor Syndrome, Diogenese Syndrom, or Syllogomania
Characteristics of Hoarding

1. Collecting too many items
   - ¾ hoarders shop too much
   - ¼ 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

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

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)
Prevalence

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

* Cited by International OCD Foundation

Demographics of Hoarding

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

Connection to DSS Practice: Risk Factors

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

**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.

**Risk Factors: Social/emotional**

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

Some Key Assessment Questions for Risk Factors

- Health/Safety
  - Is the child/adult getting enough food and is it safe?
  - Is the child/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?

Connection to DSS Practice: Protective Factors Framework

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

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?

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.

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.

Finding Help

1. Find an experienced therapist and educational info. for families
   - Hoarding Center, International OCD Foundation
   - Assoc. for Behavioral and Cognitive Therapies
     [http://www.abct.org/Members/index.cfm](http://www.abct.org/Members/index.cfm)
   - Anxiety Disorders Assoc. of America
Finding Help, cont.

2. On-line or local support groups
   http://www.ocfoundation.org/hoarding/


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

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