



## My Voice Matters

My Voice Matters is an online feedback system created in order to continually improve the quality of services provided by CLS. This feedback system is a place where anyone can express thoughts, ideas, and comments related to CLS.

All feedback submitted is confidential and anonymous unless follow up is requested and contact information is provided. Entries into My Voice Matters are reviewed by the CLS Quality Assurance Department and the CLS Quality Assurance Committee in order to address feedback and complete any follow up requested.

## Contact Us



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Abuse  
Neglect  
Exploitation  
Mistreatment



## Abuse

Treat a person in a way that puts them at harm or risk of harm.

Types of Abuse could include:

- Physical (Hitting, pushing, etc.)
- Emotional
- Psychological
- Sexual

Examples:

- Betty didn't want to go to work today, and Phil pulled her out of bed so that she would get ready.
- Betty yelled mean names at her roommate causing roommate to become sad.
- Phil touched Betty and she did not say this was okay.

## Neglect

Fail to care for properly

Examples:

- Phil's staff did not put sunscreen on him before a day at the beach.
- Betty's staff did not follow her plan properly which resulted in harm.
- Phil did not bring himself to the hospital or ask for assistance after having a medical emergency.

Self Neglect - When an individual is living in a way that puts their well-being and puts themselves at risk of harm.

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## Exploitation

The act of using another person's resources for their own gain.

Resources could include:

- Time
- Money
- Benefits
- Food
- Labor
- Forced into harmful situations



## Mistreatment

Any act against someone that can be seen as offensive, controlling, or shaming that does not fall under the definitions of abuse, neglect, and exploitation.

