

Tips & Suggestions

DO:

- Speak with the person face-to-face.
- Use a gentle approach and let the person tell their story.
- Ask open-ended questions, mirror the language used by the person, and listen carefully.
- Remain calm and factual, but caring and supportive.
- Respect the attachment to their possessions that the person has.
- Evaluate for human/animal neglect or abuse.
- Refer the person for medical and mental health evaluation.
- Involve the person in seeking solutions.
- Use person-first language: refer to the person as "a person who hoards," or "a person with hoarding disorder" not a "hoarder".

DO NOT:

- Force interventions or cleanouts,
- Be critical or judgmental,
- Press for information that makes the person uncomfortable,
- Make teasing or sarcastic comments, or
- Blame or shame the person.

People with hoarding disorder may need a variety of services and supports, including health care, human services, and social welfare agencies as well as housing code officials, landlords and first responders.

Please visit our web site for contact information and additional resources.

Please visit our web site to request training on hoarding disorder.

Saginaw Hoarding Taskforce

500 Hancock
Saginaw, MI 48602
989.498.2266

**[www.sccmha.org/resources/
saginaw-hoarding-task-force/](http://www.sccmha.org/resources/saginaw-hoarding-task-force/)**



Hoarding Disorder

Information for Community Agencies



To find out about getting help for someone with hoarding issues call the Saginaw Community Care HUB at (989) 498-2266 or, to get more information about hoarding disorder visit

**[www.sccmha.org/resources/
saginaw-hoarding-task-](http://www.sccmha.org/resources/saginaw-hoarding-task-)**

Understanding Hoarding Disorder



Hoarding Disorder (HD): The Facts

HD is a persistent mental health condition characterized by the excessive accumulation of items along with the inability to discard them even if they appear useless.

Hoarding behavior usually starts in early adolescence, around age 13 or 14, but can start even earlier and it tends to worsen with age.

Hoarding disorder can affect anyone, regardless of age, sex, or economic status.

Studies show that hoarding disorder affects 2-5% of the population.

Impact on the Community

Hoarding Disorder (HD) is a Community Concern

Hoarding disorder may lead to isolation from community and family, work or legal problems, or result in living in unsafe or unsanitary conditions.

A hoarded home has clutter and disorganization. Rooms, including kitchens and bathrooms, are often unable to be used as intended.

In situations of animal hoarding there is an accumulation of multiple animals and often problems from fecal and urine smells, sickly or diseased animals, and lack of control by the pet owner/resident.

Health and safety concerns may lead to lease violations: fire hazards; blocked entry/exit; trip and fall risks; infestations; non-working plumbing; and unsafe structural or sanitation systems.

Although HD is a community concern, it is also a personal one and a mental health issue. Be respectful of the individual and do not force change. Encourage the person to seek professional help.

Where to Get Help

Getting Help

Ask the following questions:

1. Is there an imminent safety threat to the occupants, including animals?
2. Is there an imminent health, abuse, or neglect threat to the occupants or animals?
3. Are there conditions that pose a health and safety nuisance to the neighbors?

If health or safety is in question, register the address with the Saginaw County Central Dispatch (nonemergency) 9-1-1 system by calling (989) 797-4580.

Call the Saginaw Community Care HUB at (989) 498-2266 to make a referral for mental health treatment and other related services.

Neglect or abuse associated with older adults, children, or animals may require immediate attention from:

- Adult or Child Protective Services: (855) 444-3911 [24 hours]
- Animal Control: (989) 797-4500
- Housing Code Enforcement: Visit our web site for contact information