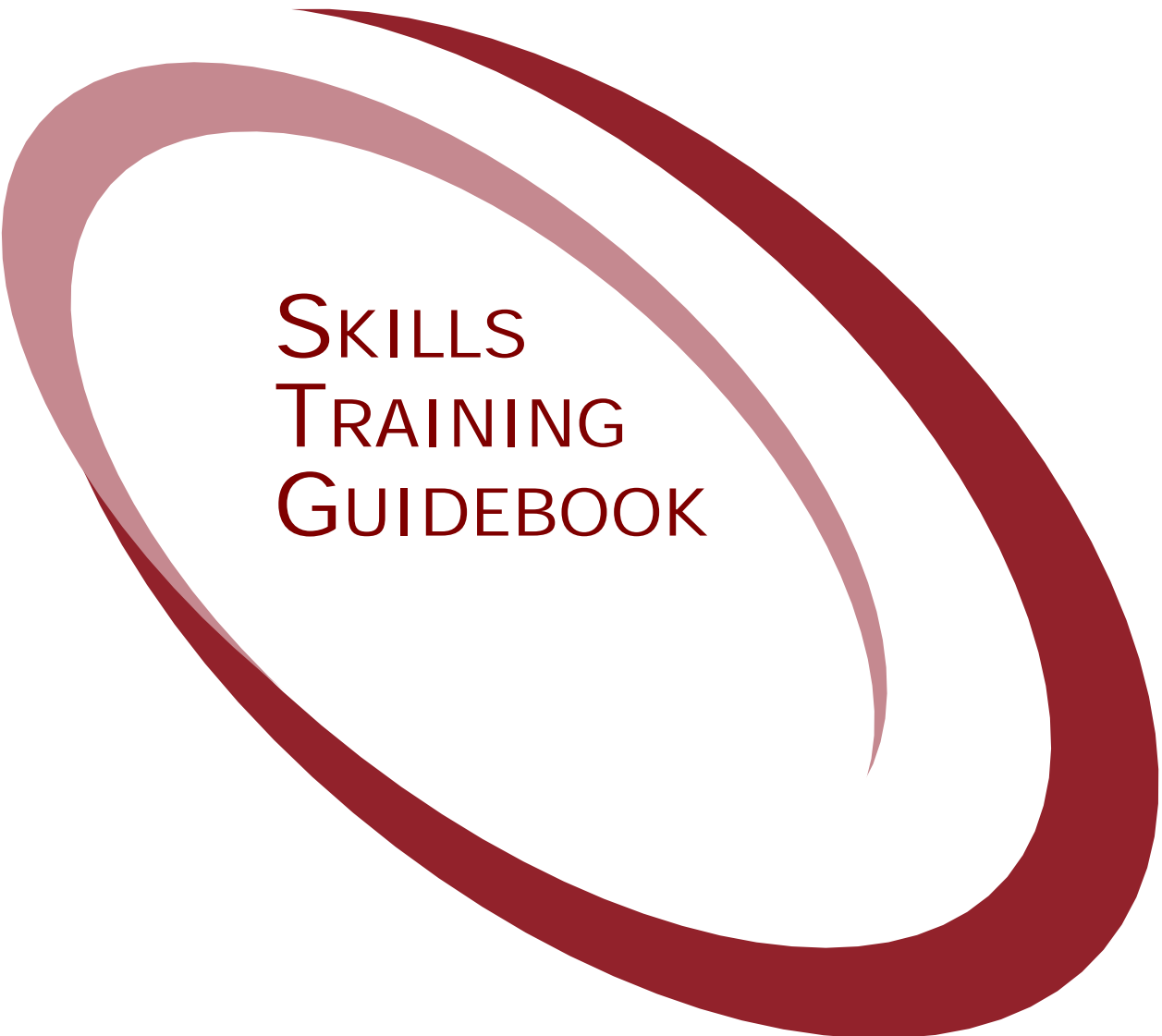


Consumer-Directed
Attendant Care Programs

Second Edition June 2013



SKILLS
TRAINING
GUIDEBOOK



Consumer-direction Is...

The term consumer-direction describes programs that offer maximum choice and control for people who use services or other supports to help with daily activities.

In consumer-directed programs, people with disabilities choose to select, manage, and dismiss their workers.

They can receive services wherever they live. They can decide which services to use, which workers to hire, and what time of day those workers will arrive and leave.

Consumer-direction may also be called "self-determination" or "independent living."

When people say they want to be "independent" or they want "autonomy" or "self-direction," they are talking about consumer-direction too.

All of those terms are about individual choice and control.

To our Consumers,

This guidebook is written to provide more information about GSIL's Consumer-Directed Attendant Care Programs and the many options you have. We strive for a consumer-directed model so YOU are empowered to make decisions about your Attendant Care services.

We have included sections in this guidebook that will help you develop skills and provide you with resources to take more control of these important services that allow you to live independently in the community.

It is impossible to cover all aspects of Skills Training in one guidebook. GSIL's nurses / program coordinators are always available for additional questions or training.

The information in this guidebook is current as of June 1, 2013.

CONSUMER'S BILL OF RIGHTS

1. Right to Considerate and Respectful Care

You have the right to be treated with dignity and respect at all times by all assistants and providers.

2. Right to Confidentiality in Care

You have the right to know that the care you receive and any information about you or your household will be kept private. Only necessary information will be shared as designated by you.

3. Right to Set Your Own Home Rules

You have the right to set rules and regulations for the people who come in and work for you. For example you have the right to not allow smoking, make personal telephone calls, etc.

4. Right to Terminate your PCA/PCSP

You have the right, in accordance with the Federal and State Guidelines of Termination, to terminate your PCA/PCSP and replace them when necessary.

5. Right to Make Your Own Decision

You have the right to make your own decisions about your personal care and what personal care tasks you choose to have performed at any given time.

6. Right to Leave the Program and Return To Other Care

You have the right to discontinue participation in the PCA/PCSP Program at any time. However we do encourage you to try to work with the program to resolve any problems.

CONSUMER COMPLAINT / CONCILIATION POLICY

GSIL is committed to providing the highest quality professional service.

GSIL believes in early and immediate resolution of concerns and conflicts. Any complaint or grievance will be promptly responded to assuring resolution of the concern through a comprehensive process.

- All consumers will be informed and educated regarding GSIL's complaint process. GSIL's Complaint Policy and Procedure shall be posted on the agency website and at the Regional Offices where services are provided. On an annual basis and at the time of intake, GSIL will review the Complaint/ Conciliation Policy and Procedure with the consumer.
- GSIL supports early and timely resolution of concerns and conflicts.
- All staff and management personnel are available to discuss any questions or concerns regarding the delivery of services.
- Individuals, who are dissatisfied or who have a grievance/complaint, have the right to bring the matter to the attention of GSIL and have it resolved to their satisfaction, as feasible.
- Employees, who suspect a consumer is dissatisfied about something, shall inform the Coordinator of Care at the earliest opportunity.
- Consumers' rights to receive services from GSIL shall not be affected by raising complaints, grievances, issues or disputes.
- The agency takes no action to discourage a consumer from making a complaint or expressing a grievance about the performance of the agency.
- There will be prompt complaint response time of no more than **two (2) business days**, the LTS Director will notify the complainant of the receipt of complaint and the process involved.
- Retaliation against any person making a complaint is strictly prohibited.
- All complaints shall be handled in the strictest of confidence.

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**Acknowledgement of Information/Skills Training Required
(signed by Consumer and/or Personal Care Representative)**

GSIL INFORMATION

Customer Service

At Granite State Independent Living we believe in providing superior customer service to every consumer. It is our goal to assure that we offer as much, or if you choose, as minimal support desired to meet your needs. We understand that every person is unique in their own way, and so too, are their requirements. GSIL takes pride in the extensive variety of services we offer and we strive to achieve a level of excellence that rises above our competitors.

Every employee at GSIL knows the value of outstanding customer service and support. Many have been on the receiving end of our services. Their perspective, therefore, is twofold and relatable, so when you hear the words "I understand", they really do understand because many have been there.

We will always take the time necessary to provide our consumers with the very best Granite State Independent Living has to offer. If you see a need that we have yet to meet, please let us know. We are open to any suggestions that will enhance our ability to serve our consumers and our communities. We look forward to working alongside you, providing you with the services and programs that fit your needs. Thank you for making Granite State Independent Living your service provider of choice.

For additional information on the services Granite State Independent Living offers, please visit our website at www.gsil.org or visit/contact us at:

Granite State Independent Living Main Office

21 CHENELL DRIVE
CONCORD, NH 03301

Statewide Offices located in Littleton, Berlin, Concord, Manchester, Dover, Keene and Nashua

GSIL is open Monday through Friday, 8:00 AM - 5:00 PM

Telephone Numbers

(603) 228-9680 Voice/TTY or 1-800-826-3700 Voice/TTY

FAX (603) 225-3304

PAYROLL OFFICE FAX (603) 228-1673

For a complete phone directory, please contact the main office numbers above or your nurse/program coordinator.

Please note *We believe that talking to a real person, not a machine, is the best practice. In the real world, we get busy and cannot always oblige. To provide you with the best possible service, if you leave a voice message or email us, **it is GSIL 's policy is to return voicemail/email inquiries within a reasonable time period. Phone calls/emails will be returned within 24 hours of an inquiry, or prior to the close of business the day following the receipt of a voicemail or email inquiry.**

Business Hours

GSIL ATTENDANT CARE PROGRAMS

GSIL currently has three different Attendant Care Programs: the Personal Care Attendant (PCA) Program; the Personal Care Services (PCS) Program; and the Independent Care Options (ICO) Program.

Personal Care Attendant Program (PCA)

Program Description

The Personal Care Attendant (PCA) Program is a consumer-directed program which enables people with significant physical disabilities to hire and manage their own personal care staff.

Employees who work under the PCA Program are called Personal Care Attendants (PCAs). All duties/assistance provided by a PCA are performed in accordance with the consumer's plan of care. A PCA may not transport the consumer.

GSIL Service Termination Policy for PCA Program

GSIL has the right to terminate a consumer's Personal Care Services for one or more of the following reasons:

- The consumer is no longer eligible for Medicaid services.,
- The consumer is not able to self-direct his or her PCA,
- The consumer does not abide by roles and responsibilities as detailed in the Verification of Consumer's Roles and Responsibilities form, and
- The consumer's care plan is found to be unsafe due to the level of services available to the consumer.

Personal Care Services Program (PCS)

Program Description

The Personal Care Services (PCS) program is a service of the Home and Community Based Care/Elderly and Chronically Ill Waiver (HCBC/ECI) program also known as Choices for Independence (CFI). GSIL is a provider of the PCS consumer-directed model. The program is designed to provide personal care services that assist individuals to live in a community setting (see PCS Program Job Description for definitions of tasks).

Employees who work under the PCS Program are called Personal Care Service Providers (PCSPs). All duties/assistance provided by a PCSP are performed in accordance with the consumer's plan of care.

Description Of A Personal Care Representative

A personal care representative may be anyone acting on behalf of a consumer according to RSA 161-I, Personal Care Services. This means you could select a family member, neighbor, friend or other individual who is actively involved in your life willing to assist you with managing your PCS Program and PCSP workers. However, the personal care representative may not be a PCSP worker.

The personal care representative is designated through a written document signed by the consumer or his/her legal guardian or by the person granted power of attorney.

When a personal care representative is selected, the consumer or his/her guardian or the person granted power of attorney must:

- Notify GSIL in writing of the personal care representative's name and scope of authority by completing and submitting of the Verification of Personal Care Representative Form;
- Notify GSIL in writing of any changes in representation by completing and sending in an amended Verification of Personal Care Representative Form to GSIL within 30 days of the date that the change occurs.

Should you have any questions or comments regarding personal care representatives, you should contact your nurse or program coordinator.

Accompany In The Community

A consumer using the PCS Program can access the community by having the PCSP drive for them. This can be accomplished by using the consumer's vehicle or by the PCSP using their own vehicle.

- If a consumer uses his/her vehicle, a Consumers Vehicle Release form needs to be filled out and a copy of the Insurance Policy sent to GSIL.
- If a PCSP uses his/her vehicle, Section 2 of the PCSP Drivers and Vehicle Release form needs to be completed and a copy of the Insurance Policy sent to GSIL.

Every PCSP who is driving for you must fill out Section 1 of the PCSP Drivers and Vehicle Release form and send in a copy of their Driver's License regardless of which vehicle is used. (Contact Human Resources for form and contact your LTS Program Coordinator for Samples).

GSIL Service Termination Policy for PCSP Program

GSIL has the right to terminate a consumer's Personal Care Services for one or more of the following reasons:

- The consumer is no longer eligible for CFI services,
- The consumer is not able to self-direct his or her PCS worker and does not have a personal care representative,
- The consumer and/or the personal care representative is unable to manage program,
- The consumer does not abide by roles and responsibilities as detailed in the Verification of Consumer's Roles and Responsibilities form, and
- The consumer's care plan is found to be unsafe due to the level of services available to the consumer.

Independent Care Options Program (ICO)

Program Description

The Independent Care Options (ICO) Program is modeled after the PCS program but is for individuals who have the ability to self-pay for services or have access to a funding source. The program offers individually tailored personal care services designed to meet the care needs and lifestyle of the recipient. ICO services may be utilized at home or in the community. If authorization has been granted by facility administrators, personal assistant services may also be utilized in a residential care facility, nursing facility or rehabilitation facility.

Employees who work under the ICO Program are called ICO Workers. All duties/assistance provided by an ICO Worker are performed in accordance with the consumer's plan of care.

Contract Process

Prior to participating in the program, a consumer and/or their representative, or a third party acting on the consumer's behalf must enter into a financial agreement with GSIL. This financial agreement will serve as a contract between the consumer and/or their personal assistant representative and GSIL. The contract clearly delineates the roles and responsibilities of all parties involved

GSIL will establish a payment schedule with the consumer and/or their representative. The consumer and/or the representative must notify GSIL immediately should they wish to change the terms of the payment schedule or if for any reason they will be unable to reimburse GSIL for the provision of personal assistant services. GSIL will work with the consumer and the representative to seek a mutual resolution to any financial concerns.

Should the consumer and the representative fail to abide by the terms and conditions of the contract including previous agreed upon resolutions, GSIL does reserve the right to seek legal recourse.

Accompany In The Community

A consumer using the ICO Program can access the community by having their ICO Worker worker drive for them. This can be accomplished by using the consumer's vehicle or by the ICO Worker worker using their own vehicle.

- If a consumer uses his/her vehicle, a Consumers Vehicle Release form needs to be filled out and a copy of the Insurance Policy sent to GSIL.
- If an ICO Worker worker uses his/her vehicle, Section 2 of the PCSP Drivers and Vehicle Release form needs to be completed and a copy of the Insurance Policy sent to GSIL.

Every ICO Worker who is driving for you must fill out Section 1 of the PCSP Drivers and Vehicle Release form and send in a copy of their Driver's License regardless of which vehicle is used. (Contact Human Resources for form and contact your LTS Program Coordinator for Samples).

GSIL Service Termination Policy for ICO Program

GSIL has the right to terminate a consumer's Personal Care Services for one or more of the following reasons:

- The consumer no longer has a legitimate funding source,
- The consumer is not able to self-direct his or her worker and does not have a personal assistant representative,
- The consumer is unable to manage program with or without a personal assistant representative,
- The consumer does not abide by roles and responsibilities as detailed in the Verification of Consumer's Roles and Responsibilities form, and
- The consumer's care plan is found to be unsafe due to the level of services available to the consumer.

What are the differences between the programs?

PCA Program	PCS Program	ICO Program
<ul style="list-style-type: none"> • Must meet the PCA Program eligibility requirements; • Must be Medicaid eligible; • Must have a severe physical disability; • Must require a wheelchair for mobility; • Must be able to self-direct. • Family members may not be PCAs; • Services are provided only in the home and/or work. 	<ul style="list-style-type: none"> • Must be CFI eligible; • Must be a senior or adult with a chronic illness or disability; • Does not need to be a wheelchair user; • If unable to self-direct their care, may have an authorized personal care representative manage their care; • Family members may be PCSPs, as long as they are not a legally responsible relative or spouse; • Services can be provided in the home and/or to access the community. 	<ul style="list-style-type: none"> • Must have the ability to self-pay for services or have access to a funding source; • Must be a senior or adult with long term or short term care needs; • Does not need to be a wheelchair user; • If unable to self-direct their care, may have an authorized personal care representative manage their care; • Family members may be personal care workers unless restricted by the payer source; • Services are provided at home, work, or in the community. May also be provided in a long-term care facility with approval from administration.

To help make things easier, from this page on, all PCAs, PCSPs and ICO Workers will be referred to as attendant care workers.

SAFETY

Household Safety

Emergency Situations: Are You And Your Attendant Care Worker Ready?

Hopefully, an emergency situation will never happen, but we can't encourage you enough in the importance of being prepared for an emergency so that all persons involved can act quickly and in a calm manner.

It is your responsibility to make sure that your attendant care worker is trained in what to do in case of emergency. This should be talked about during the hiring process and reinforced with training the first week of work.

Things to review with your attendant care worker:

- Your medical condition and what a medical emergency would be for you and how you expect an attendant care worker to handle it.
- A list of Emergency Phone Numbers. Review them with your attendant care worker and post them close to the phone.
- If you have a fire extinguisher or smoke detector make sure they are working properly and that your attendant care worker is familiar with their use.
- Instruct your attendant care worker in evacuation routes in case of fire. If you live in an apartment complex, show them where to find the fire alarms.
- Find out if your attendant care worker knows some of the life saving techniques, such as basic First Aid, CPR, or the Heimlich maneuver for choking. If you and your attendant care workers feel it is important to get training, contact your local Red Cross about courses offered in your community. *Please note – any additional trainings are **not reimbursible** through GSIL.

GSIL has an Emergency Contingency Form that you can use to record these important numbers. Contact your nurse/program coordinator for blank forms.

S.A.L.I

There is a new form that GSIL is encouraging all consumers to fill out. It is called the S.A.L.I. form an acronym for Supplemental Automatic Locating Sheet. It is a tool for Emergency services to locate you or your loved one in the event of a natural disaster; where there are no utilities or telephones operational. Emergency services can know where to find you and get you to safety.

The questions are non-intrusive and only the emergency response system will use that information. You can fill out the form with your GSIL coordinator and he/she will forward it to the proper office or you may mail it in to the address supplied on the form.

Safety In The Home

- ✓ Make sure your equipment is working properly. For example: bed, chair, lift, etc.
- ✓ Make sure your attendant care worker is wearing proper shoes in shower.
- ✓ Keep floors dry.
- ✓ Make sure you don't have too much clutter around your house.
- ✓ If you have pets make sure your attendant care worker is aware. They may not like cats or dogs.

Additional Safety Information

Please check out the "Better Safe than Sorry" section of our Personal Care Connections Newsletter for more Safety Tips and information.

Consumer Safeguards

Universal Precautions Policy

It is the policy of GSIL to encourage all employees to use precautions to protect both the attendant care worker and the consumer from possible infections through exposure to bodily fluids.

Goal: By using gloves, the goal is to minimize possible risk of exposure to any type of infection. Gloves will be worn during any procedure when hands will come in contact with bodily fluids, mucous membranes or broken skin, including the following:

1. Whenever blood is present and visible (i.e., cuts, in urine, in stool, menstruation, etc.)
2. When handling excretions such as vomit, urine and stool/feces.
3. When coming in contact with any open skin wounds or lesions, including handling dressings.
4. During all bladder and bowel care.
5. When providing oral care, especially if gums are broken or bleeding.
6. Whenever secretions are present (i.e., nasal secretions, sputum from a cough, etc.)
7. Whenever handling soiled linens or clothing, incontinence and peri pads, etc.
8. Whenever cleaning urinals, bedpans, drainage bags, or toilets.
9. Whenever an employee has any cuts, open or chapped areas on hands.
10. Gloves should be disposed of after use.



HANDWASHING MUST BE DONE BEFORE AND AFTER PROVIDING ANY DIRECT CARE.

EACH CONSUMER WILL HAVE GLOVES AVAILABLE FOR USE BY ALL ATTENDANT CARE WORKERS.

Each attendant care worker and consumer have individual needs and may wish to use gloves in circumstances other than those outlined above. GSIL strongly encourages both parties to discuss their needs.

Safe Lifting Policy

GSIL is committed to ensuring the safety of our consumers and attendant care workers. For consumers who require assistance with transfers, GSIL must be confident that the lift a consumer uses is appropriate and safe for all parties involved. Should an injury arise to either the consumer or attendant care worker; should the attendant care worker report that the transfer being used is difficult or complains of feeling sore after transferring the consumer; or should GSIL Registered Nurse staff judge that a transfer is not safe then GSIL reserves the right to take one or all of the following actions:

- Request the consumer use mechanical lifts if currently not using one;
- Request a physical therapist evaluation of the transfer currently being used. Recommendations from the physical therapist will be provided to both the consumer and GSIL; and/or
- Require that the consumer follow through on the physical therapist recommendations

Failure to follow the guidelines above may result in the need to terminate the consumer's personal care program.

Work Related Injuries

Injuries that happen on the job can be very expensive. The more worker's compensation claims filed, the higher the premium for the employer. This makes it even more important to have your attendant care worker fully trained and using proper procedures during transfers. When interviewing candidates, explain the transfer process and ask if they can perform the task safely.

If your attendant care worker does get injured on the job, **notify GSIL's HR Director within 24 hours at 228-9680 or 1-800-826-3700 ext. 106.** The HR Director will gather the information and follow up with the attendant care worker.

Procedures for Reporting a Work Related Injury

The employee, consumer and/or personal care representative must report ANY work-related injury to the GSIL Human Resources Department **within 24 hours** to make a full report of the injury.

Our phone number is **800-826-3700** Voice/TTY.

This is essential to avoid late reporting fines to the State of New Hampshire. If you leave a message, leave a phone number so we may return your call.

The employee, consumer and/or personal care representative should be prepared to respond to questions GSIL Human Resources will ask such as:

- Where did the accident/injury happen?
- What day and time did the accident/injury occur?
- What part of the body is injured? (be specific)
- Were there any witnesses? (provide names and phone numbers)
- Review step by step exactly what happened. (Try to write this down right after the injury happened.)
- Was there any equipment involved? If so, did any equipment fail to work right?
- Did employee slip or trip? If so, how?
- Did the employee reach, pull or twist off balance?
- How could this injury have been prevented?
- Will there be any missed time due to this injury?

Using this information, GSIL Human Resources will file necessary reports with the State of New Hampshire Department of Labor through the insurance carrier.

The insurance claim adjuster and/or their assigned nurse case manager may follow up with the injured employee directly, and require additional information.

1. The injured employee **must** keep in contact with GSIL Human Resources and/or the assigned nurse case manager to provide updates on their progress, scheduled appointments, when they will return to work and any restrictions.
2. The injured employee **must** provide GSIL Human Resources with a copy of a medical release before returning to work.
3. The consumer and/or personal care representative must immediately call GSIL to report any change in employee work status such as hours worked, limited duties or if they can no longer work for you.

Abuse

Attendant care workers work very closely with you in your home. You should be aware of safety concerns. This section contains information and resources to increase your awareness of issues related to your health and safety.

■ **Physical abuse** is when someone is harming you by hurting your body. This includes hitting, slapping, punching, pushing, refusing to help someone with a medical need or not giving someone important medication. An example is someone forcing you to take medications/food that they know will be harmful to you and is not part of your plan of care.

■ **Sexual abuse** is when someone touches you sexually, talks to you sexually or shows you sexual material or body parts when you did not want them to. Abuse can also be when someone touches you in ways that make you uncomfortable. Sexual abuse can also be when someone makes you touch them in a sexual way, or asks you to show them your private body parts, or asks you to speak to them in a sexual manner and you do not want to.

■ **Financial abuse/exploitation** is when someone uses your money or accounts without your giving permission to do so or in a different way than you instructed. For example, if your attendant care worker does not purchase what they are supposed to with your money but uses it for his/her own personal use. This type of abuse can also occur when someone takes your money or personal property and you did not give them permission to do so. Because attendant care workers work very closely with you, they may have access to your personal financial items and personal belongings in your home. Be careful with your money, checks, credit and debit cards, and other personal items when you have an attendant care worker in your home.

If any of these types of abuse are happening to you, you need to report this immediately to someone who can help you. This could be:

- Your case manager,
- A friend or family member, or
- Your nurse/program coordinator at GSIL.

If you are in immediate danger, you should always call 911.

Abuse Checklist

What to Take with You When You Leave an Abusive Relationship

IDENTIFICATION

- Driver's license or state I.D. card
- Your and your children's (or other family member's) birth certificates
- Social Security card or Social Security award letter
- Proof of disability
- Food stamps/Temporary Assistance for Needy Families card
- Insurance, Medicaid, Medicare and/or clinic card

MONEY

- Money and/or credit cards/ATM card
- Bank books/account information/checkbook
- If applicable, information on stocks (including stock certificates), bonds, and individual retirement account(s), mortgage

LEGAL PAPERS

- Lease/house payment information/deed to the house (even if you do not plan to live there)
- Car registration/car insurance papers
- Health/life insurance papers
- Medical records/doctor's orders
- Children's school records/shot records
- Work permits (green card, VISA)
- Passport
- Divorce papers
- Child custody papers
- Protective or Restraining Order

OTHER IMPORTANT DISABILITY-RELATED ITEMS

- Adaptive equipment (wheelchair, shower bench, crutches, communicative devices, etc.)
- Medications/prescriptions/doctor's orders
- Urological supplies
- Service animal and needed supplies for their care
- Names and phone numbers of home health agencies, caseworkers and other disability service providers to assist in coordinating services for you
- Phone numbers of friends or past attendants who might be willing to help with personal care tasks during the transition period and also provide you with some emotional support
- Fixed route bus pass, Mobility ID card or Special Transit ID card
- Medical records

MISCELLANEOUS ITEMS

- House/car/office keys
- Jewelry
- Address book
- Pictures of you, evidence of physical abuse, your children, grandchildren, and the abuser
- Children's small, favorite toys
- Toiletries/diapers
- Cellular phone programmed to 911 [these can often be obtained for free through Adult Protective Services or a local domestic violence program]

This checklist is provided by the New Hampshire Coalition Against Domestic and Sexual Violence for contact information see the Resources section of this manual

RECRUITMENT



How do I go about finding a worker?

There are many different ways that you can go about finding an attendant care worker (called recruitment). Here are some examples:

Word of Mouth

Sometimes your best recruitment option is closer than you think. Let your family, friends or neighbors know you are looking for help and ask them if they know of anyone who might be interested. If you have individuals working for you already, ask them if they know of anyone who is looking for additional work. Many times these individuals can prove to be a great resource in your recruitment efforts.

Try the local general store. Really. We all have a convenience store that we go to for bread or milk. In some towns, the local store is the hub of news for the whole town. Sometimes, you can post a sign at these stores on the community bulletin board. If not, get to know the person behind the counter who may know people looking for work.

Area Schools

Explore the area colleges. There may be a number of colleges in your area that have many students looking for work. Some of these students are studying related topics that would make them potentially valuable workers and motivated to work well. In addition, college students may have more flexibility in their schedules to work non-traditional hours.

Do not overlook high school graduates (as long as they are 18) who may have completed vocational work at their school's career center. Some area high schools have programs of study in health related topics.

State Unemployment Office

In most local unemployment offices, there is a very large bulletin board where you can put up help wanted ads. Many people go through these doors daily, and most of them are very committed to finding a job.

Attendant Care Registry

GSIL has created the Web Registry. It is a tool that allows attendant care workers seeking additional hours to make their information available to consumers. The site is password protected, and can be accessed by our consumers and service coordinators. The Web Registry is an informational tool and is **not to be seen as an endorsement for employment**.

To access the Web Registry:

1. Open your internet browser and type in www.gsil.org
2. When the webpage opens use the search feature located at the top right hand corner of the home page and type in registry. This will bring you to the Registry page with a list of counties. Click on the county you are located in. You will be prompted for a password. The password is: gsil1980
3. Keep in mind that if you live bordering another county you may want to search there as well.

If you are having difficulties using the Registry or need more information in your search for workers our number is 800-826-3700 x1112.

Internet

Placing a help wanted ad on the internet: Rules of thumb.

- To run an ad you have to have internet service and an e-mail address; you will be required to create an account, and the ads generally run for 45 days unless you "Remove the posting" The upside: most ads are at no cost and reach countless people.
- Be specific about what your needs are, and what your preferences are. Be careful not to be prejudicial. Example an ad can say 35 y/o female w/ a physical disability seeks a personal care worker(s); females preferred. *Statements like no males or females only are politically incorrect;* the consumer(s) can discretely decide to interview and not hire or just choose not to invite a candidate to interview. An easy out is "I'm sorry I don't think you are what we are looking for."
- Don't give out your full name or street & house number but do say what town/city you are located in, and if you are in a very rural area perhaps you could mention a nearby city or landmark.
- If you have a *cell phone* service in your area *it is best to give that number* in your ad, if not, be blunt write that you only want to be called by applicants directly related to the ad you are placing.

Place an Ad

You may have to advertise to find an attendant care worker. An ad can tell people what kind of work you need done, the amount of hours per day or per week, pay range, and other details. To write an ad, you may first want to look at the job description for information.

Once you have a good idea of what you want your worker to do and when you need them, then you can write the ad.

Where to Place an Ad

The ad can be:

- run in a local newspaper or free local paper,
- posted on a bulletin board (like a grocery store or agency board) or the Internet,
- posted at local colleges and universities or
- placed in a church or organization's newsletter.

An ad in a newspaper or a newsletter may cost money, so you will want your ad to be short.

If GSIL is paying for the ad you must have made prior arrangements with a nurse/program coordinator and **received prior approval. GSIL will only pay for up to 12 ads per year.**

TIP: Newspapers alphabetize their ads. So if you start your ad with the letter "A" it will jump to the beginning of the ads section instead of being buried further down.

Sample Ads

AD EXAMPLE 1	AD EXAMPLE 2	AD EXAMPLE 3
A woman with a disability seeking assistance with personal care, light housekeeping and meal prep. PT/Flexible hrs. Call 10AM - 4PM - 555-2122.	Hillsboro/PT AM hours. Man with a disability seeks responsible person to assist with personal care and light meal prep. Call 6PM - 9PM; 555-1212. Ask for John.	A man with disability looking for assistance in my home in Manchester. Help needed with some personal care and light housework and cooking. Part time, \$9.75/hr. Must be reliable. Call Tony at 555-5555 before 8pm.

Advertising Do's and Don'ts

Do's	Don'ts
Do read other ads for ideas. Which ones caught your eye? Which ones do you think would be most successful?	Do not list your full name and address with your telephone number. You may receive crank telephone calls or unwanted visits.
Do include basics of the job (hours, duties, name of the position and how to contact you.)	Do not put too much information in the ad. Save details for the interview.
Do include your personal preferences (a non-smoker, valid driver's license.)	Do not include words that may be considered discriminatory to age, race or gender.
Do ask for advertising charges. Will you pay by the number of words or size of the ad or for the ad to be posted to a web site? (Be specific how many times you want your ad to run and when.)	Do not use "jargon" or acronyms that the public may not understand. Doing so could limit potential staff.

Quick Card

Telephone Screening Tips

Telephone screening can be a helpful tool when deciding if the caller is someone who you'd like to interview.

- Be **prepared** – know in advance:
 - ✓ How many hours are you looking to hire for?
 - ✓ What time of day (morning or evening) are you looking to hire for?
- Keep a running **Interview Log** of callers making sure to write down their names and phone numbers. (Need some Interview Logs? Contact GSIL.)
- If you are unable to write down the information at the time of the call, give the caller a date and time to call you back.
- Ask some basic questions like:
 - ✓ Do you have reliable transportation?
 - ✓ Are you from the area?
 - ✓ Do you have any experience?
 - ✓ Are you able to lift and transfer a minimum of 50 pounds?
 - ✓ What hours are you available to work?
 - ✓ Do you have any allergies, like pets or smoke?
- Give a brief description of what type of tasks you need the worker to do for you and ask if the individual would be interested in this type of job.
- Answer any questions the potential worker may have.
- **Yes or No?** – Based on your conversation with the caller decide if you'd like this person to come in for an interview.
- Make sure to allow at least 45 minutes to 1 hour for each interview.

For more complete information:

Concord Main Office

21 Chenell Drive, Concord, NH 03301
603.228.9680 800.826.3700
888.396.3459 (tty) 603.225.3304 (fax)

www.gsil.org

Quick Card

Scheduling Tips

Once you've decided on who you'd like to interview you need to set up a schedule.

- **Keep Track** - Use the **Interview Log** to keep track of names, phone numbers, dates and times of scheduled interviews. (Need some Interview Logs? Contact GSIL.)
- **How long?** – Make sure to allow at least 45 minutes to 1 hour for each interview.
- **Review** – Remember to allow yourself some time in between each appointment to evaluate the person you just interviewed.
 - ✓ Use the **Applicant Evaluation Worksheet** to help you decide if this would be someone you would like to hire or keep in mind for the future. (Need some Evaluation Worksheets? Contact GSIL.)
- **Repeat** – Have the caller repeat back the schedule information to make sure they are clear about what day and time.
- **Directions** – Make sure the person knows how to get to your home.
- **Cancelling** – Remind the caller to contact you if they cannot make the appointment.
- **Someone helping?** – If someone is assisting you with the interview process (like a family member or friend) remember to let them know the dates and times of each interview.

For more complete information:

Concord Main Office

21 Chenell Drive, Concord, NH 03301
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INTERVIEWING AND HIRING

An Insight on Interviewing

"As a consumer of GSIL's PCA and PCS services, the interviewing process can be very scary.

I've discovered, by trial and error, a few techniques that work for me.

I've written a job description, that I present to each candidate, which includes a list of the qualifications I am looking for such as dependability, punctuality, respectfulness and I've also written a list of my particular job tasks.

This poses an opportunity for discussion about the job qualifications, the job tasks and to review if the applicant is able to meet your job description.

Applicants may have performance limitations and this (the interview) is the ideal time to fully explore them so you can make an informed decision to hire or not."

Pam Locke

Pam has been successfully managing her Attendant Care Programs since 2001

Job Descriptions

Important to note: Criminal Background Check and BEAS State Registry Check required for all positions. GSIL reserves the right to do additional criminal background checks as deemed necessary.

Personal Care Attendant Program

Supervised and trained by: Consumer

Qualifications:

- Must be at least 18 years of age.
- Must be their own legal guardian.
- May not be related to the consumer.
- Must be able to perform the duties of the job safely.
- Sensitivity to the needs of persons who are significantly physically disabled.
- Willingness to be oriented and trained by an employer with disabilities.
- Must be dependable, responsible, patient, and punctual.
- Flexibility in terms of tasks performed.

Physical/Mental demands: While performing the duties of this position, the individual, on an average work day, may be required to: lift, push/pull objects including but not limited to household items, individuals, in order to implement care plans and daily living activities. Activities include: sitting, standing, walking, driving, bending, stooping, climb stairs, kneel, balance, squat, grasp, crouch, crawl, repetitive hand movements and reaching. You may also be asked to lift a weight of 50 pounds or more, as well as assist individuals in and out of a wheelchair and/or car. This position requires the ability to express or

exchange ideas and to comprehend and present detailed and critical information. Exceptional judgment is regularly required.

A PCA can assist with any of the following tasks: Bathing/showering and grooming; dressing and undressing; bowel care; bladder care; transfers to and from wheelchair; range of motion exercises if necessary; meal preparation and eating if necessary; household chores such as cleaning, shopping and laundry. Under the direction and supervision of the consumer, a PCA can assist the consumer with **self-administration** of medication and **self-administration** of an injection.

A PCA cannot perform any medical acts such as: wound care; suctioning; administering medications; and giving injections.

LTS Program Coordinators are available as a resource as needed.

Personal Care Services Program

Supervised and trained by: Consumer and/or Personal Care Representative

Qualifications:

- Must be at least 18 years of age.
- Must be their own legal guardian.
- May not be the consumer's legally responsible relative (i.e., spouse), legal guardian, personal care representative, a person granted power of attorney or consumer's case manager
- Must be able to perform the duties of the job safely.
- Sensitivity to the needs of persons who are significantly physically disabled or have chronic health care needs.
- Willingness to be oriented and trained by consumer and/or their personal care representative.
- Must be dependable, responsible, patient, and punctual.
- Flexibility in terms of tasks performed.

Physical/Mental demands: While performing the duties of this position, the individual, on an average work day, may be required to: lift, push/pull objects including but not limited to household items, individuals, in order to implement care plans and daily living activities. Activities include: sitting, standing, walking, driving, bending, stooping, climb stairs, kneel, balance, squat, grasp, crouch, crawl, repetitive hand movements and reaching. You may also be asked to lift a weight of 50 pounds or more, as well as assist individuals in and out of a wheelchair and/or car. This position requires the ability to express or exchange ideas and to comprehend and present detailed and critical information. Exceptional judgment is regularly required.

A PCSP can assist with any of the following tasks (as defined by Dept of Health and Human Services – BEAS):

Covered Personal Care Services (PCS)

Tasks for which a consumer may bill for PCS are as follows:

1. "Hands-on assistance with the activities of daily living or cuing a consumer to perform a task."

Description: "Activities of daily living" are defined at He-E 801.02 (a), and include assistance with grooming, eating and toileting. The assistance to be provided through PCS is limited to activities pertaining directly to the participant. It **does not** include care of pets or services to assist others in the home.

2. "Assisting the consumer with eating, as specified in the care plan."

Description: This means helping the consumer serve him/herself food and/or beverages that are prepared.

3. "Under the direction of the consumer, assistance with self-administration of oral or topical medication as prescribed, to include:

- a. Reminding the consumer regarding the timing and dosage of the medication, and to take his or her

- medication as written on the medication container;
- b. Placing the medication container within reach of the participant;
- c. Assisting the consumer with opening the medication container;
- d. Assisting the consumer by steadying shaking hands; and
- e. Observing the participant take the medication and recording the same in the consumer's record."

Description: These tasks pertain only to medication prescribed by the consumer's practitioner, both those that are legend (prescription required) and non-legend (over the counter).

4. "Accompanying the consumer when:

- a. The assistance of the personal care worker is required for the participant to access necessary services that are documented in the comprehensive care plan; and the
- b. The need for re-direction or direct assistance, or both, is documented in the clinical assessment, or, if the consumer needs oxygen or other equipment during the course of the trip that he or she cannot manage independently, is documented in the comprehensive care plan."

Description: This task was added to the administrative rule in 2011, due to BEAS' agreement that there are some consumers who are unable to go to places they must go without direct assistance. Authorization of PCS units for this purpose is done on a case-by-case basis, and is based on each participant's clinical needs.

Service units for this purpose are not authorized when:

- a. The clinical need for the assistance is not documented; or
- b. When the reason for the request is:
 - i. That the consumer would prefer having the company of the PCS worker rather than going independently; or
 - ii. For the PCS worker to transport the consumer to the destination.

When service units are authorized for the purpose of accompanying the consumer, the authorization does not include the provision of transportation, and the employing agency may not bill for both PCS and transportation by the same worker at the same time.

5. "When non-medical transportation services are authorized, hands-on assistance at the authorized destination when the comprehensive care plan documents that this assistance is required at the destination."

Description: The service units authorized for this purpose **do not** include the time spent traveling to or from the destination.

6. "General household tasks, limited to the following:

- a. Laundering the consumer's personal clothing items, towels, and bedding;
- b. Light cleaning limited to the consumer's bedroom, bathroom, and mobility and medical devices;
- c. When the consumer lives alone, light cleaning of the kitchen and entryway areas, in order to maintain a safe environment;
- d. Errands for necessary tasks identified in the comprehensive care plan; and
- e. Preparing non-communal meals and snacks, unless for multiple CFI consumers, including cleaning the food preparation area after the food is served."

Description: Service units authorized for this purpose do not include general household laundry, household cleaning beyond the limitations described in the rule or preparing meals for the family when the consumer will join the family.

Non-Covered Tasks:

Tasks that are not covered through PCS.

1. "For the purpose of transportation."

Description: This means that the time spent providing non-medical or medical transportation **cannot** be billed as personal care.

2. “For the purposes of food preparation for meals and snacks provided to both the consumer and non-consumers.”

Description: This means that service units will not be authorized for someone to prepare a meal for the family when the consumer will join the family at mealtime.

3. “When provided in any of several certain settings, including: hospitals, nursing homes, residential care facilities, rehabilitation facilities, adult family care homes, and adult medical day programs.”

Description: This means that reimbursement for these services includes the provision of personal care. Therefore, billing for PCS in addition as a separate service would result in a duplication of payment and **is not** allowed.

4. “When provided by any of the following individuals: the consumer’s spouse, consumer’s personal care services representative, the consumer’s legal guardian, and the consumer’s designated power of attorney, regardless of whether the power of attorney has been activated.”

Description: This means that the PCS agency cannot bill for PCS provided by any of these individuals.

A PCSP cannot perform any medical acts such as: wound care; suctioning; administering medications; and giving injections.

Licensed Professionals cannot receive contact (CEU) hours.

LTS Program Coordinators are available as a resource as needed.

Independent Care Options Program

Supervised and trained by: Consumer and/or Personal Care Representative

Qualifications:

- Must be at least 18 years of age.
- Must be their own legal guardian.
- May not be the consumer’s legal guardian, personal care representative, a person granted power of attorney or consumer’s case manager
- Must be able to perform the duties of the job.
- Sensitivity to the needs of persons who are significantly physically disabled or have chronic health care needs.
- Willingness to be oriented and trained by consumer and/or their personal care representative.
- Must be dependable, responsible, patient, and punctual.
- Flexibility in terms of tasks performed.

Physical/Mental demands: While performing the duties of this position, the individual, on an average work day, may be required to: lift, push/pull objects including but not limited to household items, individuals, in order to implement care plans and daily living activities. Activities include: sitting, standing, walking, driving, bending, stooping, climb stairs, kneel, balance, squat, grasp, crouch, crawl, repetitive hand movements and reaching. You may also be asked to lift a weight of 50 pounds or more, as well as assist individuals in and out of a wheelchair and/or car. This position requires the ability to express or exchange ideas and to comprehend and present detailed and critical information. Exceptional judgment is regularly required.

An ICO Worker can assist with any of the following tasks: Housekeeping and cleaning; meal planning and cooking; errands and shopping; paying bills; basic personal care and grooming; dressing; transfer assistance; mobility assistance; assistance with toileting and toileting hygiene measures; assistance with personal appliances; community integration; driving; yard work; and more. Under the direction and supervision of the consumer, an ICO Worker can assist the consumer with **self-administration** of medication and **self-administration** of an injection.

An ICO Worker *cannot* perform any medical acts such as: wound care; suctioning; administering medications; and giving injections.

LTS Program Coordinators are available as a resource as needed.

Respite Program

GSIL's respite program is a program that provides relief for caregivers in 24 hour blocks. The workers under this program are called Companions.

A Companion is a personal care attendant worker who is providing a 24 hour block of respite care to include any or all of the following: Homemaking, Personal Care, Meal Preparation, Transportation and/or companionship.

Supervised and trained by: Home Care Administrator and/or Coordinator of Care

Qualifications:

- Must be at least 18 years of age.
- Must be their own legal guardian.
- May not be the consumer's legally responsible relative (i.e., spouse), legal guardian, personal care representative, a person granted power of attorney or consumer's case manager.
- Have a pre-employment physical
- Attend an 8 hour training class
- Attend an annual training class
- Must be able to perform the duties of the job safely.
- Sensitivity to the needs of persons who are significantly physically disabled or have chronic health care needs.
- Willingness to be oriented and trained by consumer and/or their personal care representative.
- Must be dependable, responsible, patient, and punctual.
- Flexibility in terms of tasks performed.

A Companion *cannot* perform any medical acts such as: wound care; suctioning; administering medications; and giving injections.

Licensed Professionals cannot receive contact (CEU) hours,

LTS coordinators/RNs are available as a resource as needed.

Interviews and the Law

The following are guidelines on what you can or cannot ask an applicant during an interview.

Subject	Do NOT ask	May Ask
Marital Status	Are you married? Single? Divorced? Engaged? Separated? Maiden Name?	AFTER hire, marital status for insurance or tax needs only.
Children	Do you have children at home? How old? Who takes care of them? Do you plan to have children?	

Housing	Do you own your home? Do you rent? Do you live in an apartment or a house?	If you have no telephone, how can I reach you?
Criminal Record	Have you ever been arrested or spent time in jail?	Have you ever been arrested for or convicted of a crime that has not been annulled by a court?
Military Status	What type of military discharge do you have? In what branch did you serve?	
National Origin	Of what country are you a citizen? Nationality of applicant's parents. Native-born or naturalized? Languages commonly used by applicant.	Are you an U.S. citizen? If not, do you have the legal right to remain permanently in the U.S.? Languages applicant speaks and writes fluently are O.K.
Age	How old are you?	Are you over 18? Age may be asked when an employee must be a legal minimum age. AFTER hire, exact age or date of birth can be asked.
Ethnic Background	Any questions about ethnic origin. Any notes regarding complexion or color of skin.	
Religion		AFTER hire, you may ask about religious observances that might interfere with work.

Things You Need To Know About Hiring/Firing In New Hampshire

According to the State of New Hampshire and Federal law you cannot discriminate based on:

Race Color Religion Gender Genetics
National Origin Age Disability Sexual Orientation

Guidelines for Reference Checking

Reference Checking

GSIL's Human Resources office will conduct the reference checks for all newly hired attendant care workers.

Consumers need to make sure that each new attendant care worker fills out the references portion of their application completely.

1. **Tell applicants that GSIL will check their references.**
2. **Remind each applicant that when they sign the application, they are authorizing GSIL to check their references.**

Candidates that have not been selected

When you have selected the applicant(s) that will fill the position(s) for your personal care, it is polite and encouraged to contact those who have not been chosen to inform them that the position(s) has(have) been filled.

A brief phone call or email should suffice. An example you can use might be: "Thank you for the interest you have shown in the personal care position that you responded to. I regret to inform you that the position has been filled by another applicant and I will not be seeking your employment."

You may also add that you may wish to contact the applicant again should another position become available in the future.

Referral and Hiring Process

Human Resources on the Road Option

When you hire a new attendant care worker you inform Human Resources via phone or email as soon as possible. You will not be responsible to complete the new hire paperwork. HR representatives will be in contact with the individual as soon as possible to set-up a time to meet to complete the necessary paperwork. You, the consumer will be given a checklist in advance for you to complete with the applicant. This is to prepare the applicant for their meeting with the HR representative. You will complete the offer letter with the applicant. HR representatives will stay in contact with you and your LTS service coordinator. The HR representative will contact the applicant and set-up a meeting. The HR representative will review the checklist with the applicant, TB testing reminders and complete all necessary paperwork.

It's important to note, if you would prefer to continue doing the necessary paperwork with the attendant care workers you hire you may still do this. We are just offering this pilot program to those individuals who wish to use this option.

In Concord office, an applicant can be hired anytime during normal business hours (9am-4pm). The schedule of Human Resource representatives will be flexible and accommodating out of the Concord office with regular office hours in Dover & Manchester.

HR will maintain a standard that within 48 business hours a worker will be contacted. They will then be scheduled to meet with an HR representative as soon as possible. We will be providing you with the schedule of what days of the week and times of day the HR representatives will be in regional offices for the convenience of the applicants. If you have a specific hiring need, please don't hesitate to contact the assigned HR representative to see if we can accommodate, it is our goal to be as flexible as possible to timely meet your hiring needs.

Attendant Care Worker Referral and Hire Process

Consumer and/or Representative's Role

The consumer's and/or their PCS representative's role as a recipient of a consumer-directed personal care service program is to recruit, select and manage his/her PCSP workers.

To hire a PCSP worker the consumer and/or their representative has the role and responsibility to:

- Prepare a job description by clearly and concisely describing what the job entails; (GSIL has a generic description)
- Prepare and post an advertisement (if necessary);
- Prepare telephone screening and interview questions;
- Prior to the interview, perform a telephone screening of potential candidates;
- Conduct interviewing;
- Communicate clearly and concisely the conditions required for employment;
- GSIL HR department checks references.

- Select a candidate and make conditional offer of employment contingent upon adherence to the Criminal Background Check policy; and
- Upon completion of a criminal records check and of the 1st step of the 2 step TB testing – a final offer of employment can be made once notified by GSIL.

Once the consumer has chosen a worker and a conditional offer of employment has been made the **consumer and the PCSP worker must review and complete the information found in the Employee Application Packet List.**

The PCSP worker or the consumer must sign and return either by mail or in person to GSIL the following employment forms:

- NH Criminal Record check and/or Out-of-State criminal record check
- Application (2 Pages);
- W-4 Form;
- I-9 Form (Proof of Identity and Employment Eligibility);
- Agreement to Abide by GSIL Policies and Procedures;
- BEAS State Registry Consent Form
- Consent to copy identification form (with ID attached)
- Verification of Conviction Status Form
- TB Testing Results
- GSIL Criminal Record Release Authorization (*If applicant has a conviction record*)
- Consent to Hire Person with Misdemeanors (If applicable)
- EEO Data Reporting Form
- Driver Release and Vehicle Release Form (if applicable)
- Direct Deposit Authorization Form (optional)
- Training Confirmation Form
- Hepatitis B Response Form

Notes of Importance & Hiring Requirements:

In accordance with requirements set forth by the State of NH – Department of Health and Human Services – GSIL will conduct reference checks for all new hires – please ensure that references are indicated on the Attendant Care Worker Application.

GSIL Human Resources processes the required employment documents and will inform the employee and/or the consumer/representative of any outstanding paperwork. A **PCSP** worker **cannot** begin working for a consumer until the criminal records check has been performed by the New Hampshire State Police (or other state as applicable), the 1st of 2 TB Tests has been completed and GSIL received the results, the NH (BEAS) Central Registry Check and has been cleared to work by GSIL.

It is not a regular practice of GSIL’s to employ any applicant who has been listed on the BEAS state registry and has a finding of abuse, neglect or exploitation following a similar investigation conducted by another state. Upon notification /becoming aware of such a finding, GSIL will review to determine if the applicant is eligible for employment.

Any individual with a misdemeanor and/or felony conviction in this state or any other state cannot be employed as an attendant care worker by GSIL until reviewed and approved for employment. If employment is approved than the conviction must be disclosed to the consumer or PCR, a discussion regarding safeguards is conducted, and the consumer consents to hiring the prospective worker. (HR **must** have received the GSIL Criminal Record Release Authorization and Consent to Hire Person with Misdemeanors forms).

All attendant care workers will sign a statement indicating whether or not, they have had a felony conviction in this or any other state, have ever been convicted of a sexual assault, other violent crime, assault, fraud, abuse, neglect or exploitation or pose a threat to the health, safety or well-being of a consumer, have ever had a finding by the department of health and human services or any administrative agency in this or any other state for assault, fraud, abuse, neglect or exploitation of any person. Attendant Care Workers will also be required to report any administrative finding or criminal conviction to the GSIL during their duration of employment.

Quick Reference Guide to Using the GSIL New Hire Process

Steps for Hiring an Attendant Care Worker	
<p>For the interview:</p> <p>Forms you will need:</p> <p>✓ Hire Packet for New Worker</p>	<p>Tools you can use: (available from your LTS coordinator)</p> <p>✓ Interview Log ✓ Applicant Evaluation Worksheet</p> <p>✓ Interview Checklist ✓ Job Description</p>

Step 1 Greet the applicant	Step 2 Conduct the interview	Step 3 Job Offer
<p>Have applicant fill out the Attendant Care Worker Application</p> <p>We Now Check References</p> <p>The HR Department will now be conducting the reference check for all new hires.</p> <p>Please make sure that the reference section is completely filled out so that we may be able to do this efficiently.</p> <p>Hand out the Attendant Care Worker Job Description for the applicant to review.</p>	<p>Use the Interview Checklist to remember what questions to ask and what information to tell the applicant</p>	<p>If you want to hire the applicant give them the Criminal Record check form (needs to be notarized), the BEAS State Registry Form and the TB Test Form.</p> <p>If the applicant has lived out of state within the last 3 years Human Resources will also be sending out the correct Criminal Background Check form for that state.</p> <p><i>* new staff need to have these items in process before they can start working.</i></p>

Step 4 Fill out and sign forms	Step 5 Send in the forms	Step 6 The Welcome Packet
<p>Give applicant the Hire Packet for New Worker to complete and sign.</p> <p>For the Employment Eligibility Verification (I-9) Form- Examine the documents and have both signatures in place (see the Employee Handbook for details). A sample I-9 is also available – contact your LTS Coordinator</p> <p>Fill out the Employment Offer Form and have the applicant sign it.</p> <p>Give the applicant the Employee Handbook to review.</p> <p>PCSP Program Only</p> <p>If the PCSP will be driving for you contact GSIL Human Resources for the Driver/Vehicle Release Form. This needs to be completed and sent in as well.</p>	<p>Send in the completed forms to GSIL:</p> <ul style="list-style-type: none"> • Attendant Care Worker Application • Employment Eligibility Verification (I-9) • Criminal Record Release • BEAS Registry Form • Employment Offer Form • IRS W-4 form • Consent to Copy Form with Copy of ID • Signed and completed Verification of • Conviction Status Form. • EEO Form (optional) • Direct Deposit form if your new employee has opted for this as well (optional). • TB Results (if completed within the last year) • Hepatitis B Response Form 	<p>Upon receipt of the new hire forms your new worker will be mailed a Welcome Packet by Human Resources.</p> <p>This packet will include helpful information for them.</p> <p>Within your new hire's first 30 days of employment the Training Confirmation and Agreement to Abide by GSIL Policies and Procedures forms (now a two sided document) must be signed and returned to GSIL.</p>

****You can also use the Human Resources on the Road Option****

CONSUMER-DIRECTION STAFF MANAGEMENT

Consumer-direction: What is it and what is my role?

You, the consumer, and/or your personal care representative **are responsible** for participating in the development of your care plan, making sure the care plan tasks are accomplished during the allocated time and are carried out in accordance with regulations around the attendant care programs.

You and/or your personal care representative **are responsible to:**

- select and hire your personal care service worker(s) and establish the terms and condition of work such as what time of day and what time your workers will arrive and leave;
- train, supervise and evaluate your personal care service worker(s);
- terminate/dismiss the relationship with your personal care service worker(s);
- inform GSIL of any and all changes in the status of your personal care worker(s).

Expectations

Compliance / Medicaid Fraud

What is compliance? Attendant care programs are governed by regulations put in place by the State of New Hampshire. In order to use the programs, consumers and attendant care workers need to comply or obey these rules. Not following the rules around Medicaid can be considered fraud and can not only result in criminal charges but can also jeopardize other consumers who use the attendant care programs.

Some examples of not being in compliance around timesheets are:

- Submitting timesheets for services not provided
- Inaccurate timesheets
- Timesheets sent in early and pre-signed
- Putting hours worked on the timesheet when the worker is out sick

If you are not sure or have questions about whether something is compliant or not please contact your LTS Program Coordinator, a GSIL Supervisor/Manager/Director or Vice President or GSIL's Compliance Officer or Director of Compliance and Quality (see your General information sheet).

Professional Behavior

It is the policy of GSIL that consumers and attendant care workers behave in a professional and ethical manner. Activities, actions, statements or involvement in direct or indirect violation of the following will lead to disciplinary action, up to and including immediate closure of GSIL provided services:

- Ask an employee to loan them money.
- Share their personal problems with an employee.
- Engage in sexual activity with an employee
- Making use of corporal punishment or subjecting employees to any unnecessary physical force.
- Using unwanted, deliberate, repeated, unsolicited profanity, swearing, or vulgar, insulting, abusive or crude language.
- Falsifying events, statements, incident reports or documents.

This is not an inclusive list, nor is it listed in any particular order of severity. GSIL may, in its discretion, recognize other infractions that interfere with a healthy and safe work environment which may also result in disciplinary action.

Boundaries

Different people have different boundaries. What one person is comfortable with or thinks is appropriate may not be what someone else considers appropriate. It is important to talk about boundaries with any new attendant care worker.

You may want to establish some “house rules”. Here are examples of issues that you may want to address when you meet with new attendant care workers:

- **Personal property.** Attendant care workers should respect your personal property and ask permission if they want to use it. For instance, you may or may not want to share food and beverages with your attendant care workers.
- **Smoking.** You should discuss whether it is okay for an attendant care worker to smoke in your house, or in a designated area outside of your house. Let them know about how to dispose of cigarette butts.
- **Live-in attendant care workers.** There will be additional issues to discuss with attendant care workers who live with you. Issues can include free time, common spaces used by everyone, cleaning schedules, use of personal items, payment of bills. You may consider writing down your expectations so they are clear and you and your attendant care workers can refer back to them.
- **Dress code.** The attendant care worker dress code is casual. They can wear clothing that keeps them cool, but must make sure it's appropriate and not revealing. They are required to wear closed toe shoes while working. Shorts, low cut shirts, skirts and sandals are not acceptable attire while on the job as an attendant. Attendant care workers should be mindful not to wear clothing with offensive slogans printed on them. Some attendants have uniform scrubs that they wear, but we urge them to speak with the Consumer first, to find out if they are comfortable with the attendant care worker wearing their uniform scrubs to work. If you are not sure about what is and is not appropriate, please call us at GSIL and we will be glad to help answer your questions.

Time Management and Scheduling

Task Do's and Don'ts

Examples of tasks a worker can do	Examples of tasks a worker cannot do (this is considered fraud)
Can do laundry	Cannot work for a consumer when they are in the hospital
Can cook a meal	Cannot work the same time another attendant care worker is working
Can help the consumer to eat their meal	Cannot wash the consumer's car
Can run the vacuum	Cannot mow the consumer's lawn
Can assist the consumer to transfer out of their wheelchair	Cannot play cards with the consumer
Can help a consumer get dressed	Cannot watch a consumer's grandchildren
Can assist a consumer to brush their teeth	Cannot paint
Can clean the stove	Cannot do spring cleaning
Can do food shopping	Cannot perform pet care other than a service animal
Can help the consumer use the bathroom	Cannot decorate the consumer's home for the holidays

Task Scheduling

- **Know your eligible hours.** For instance, if you are on the PCA program you may have a specific amount of eligible hours for tasks done in the morning , the middle of the day or the evening. If you are on the PCS program you may have a specific number of approved hours for a week. Knowing your eligible/approved hours and tasks will help you to schedule your attendant care workers.
- **Try to schedule things that can be done in a block of time.** For instance, the attendant care worker can start laundry when he/she arrives, help you with your personal care, put laundry in the dryer, get meals ready and clean the kitchen and put the laundry away just before leaving. This way you will use the hours you have most efficiently.
- **Figure out the attendant care worker's strengths and what they do well.** For instance, some attendant care workers may be better at cooking meals and some are better at helping with baths or showers.
- **Schedule staff on a monthly basis.** This way if changes need to happen, there is time to work out the details.
- **Post the schedule in at least two places.**
- **Give a copy to each attendant care worker.**
- **Give advance notice for schedule changes** (both you and the attendant care workers). For example, if you are going on vacation, tell your staff ahead of time about the change in the worker schedule.
- **Schedule your attendant care workers for longer blocks of time** instead of finding someone to come in multiple times for short shifts.

Back-up Plans

All consumers enrolled in any of GSIL's Attendant Care Programs must have a current, backup plan. This plan describes how you would receive your Personal Care Services if your primary attendant care worker were to be absent for any reason.

A consumer must describe the components of his or her backup plan on the Consumer's Backup Plan Form. This description may include various options for receiving services in the event that your attendant care worker is absent for any reason. A back-up plan can include both human and non human assistance.

An example of human assistance might be the recruitment of an backup attendant care worker. The consumer and/or personal care representative would recruit this worker.

An example of non human assistance might be having an accessible phone, access to nourishment, access to other services on an as needed basis such as meals on wheels, cleaning and laundry services and traditional home health services.

Example from a consumer

Here are examples of tips and tools used by a consumer to manage his attendant care workers.

They include:

- A description of tips
- A tool – PCA – Do's and Don'ts
- A tool – Household rules

A Description of tips

My name is Jeff Dickinson. I live in Franklin, NH. I have Becker's Muscular Dystrophy and use a power wheelchair. I have been a consumer of GSIL's PCA program for about eight years now. Like most folks I was pretty green when I began hiring personal care attendants. I have since learned many lessons (often the hard way) about how to better manage my program. I would like to share some of them here in hopes that they may be helpful to others.

Up until about a year ago I was married. My ex-wife did not need personal assistance. One of the biggest challenges that I faced, or I should say that we faced, was balancing my need for assistance with her equally important need for privacy and respect from staff in our home to help me. The best strategy we found to maintain this balance was to make our boundaries clear from the very beginning and to reinforce them frequently. I am a pretty easy going soul and I sometimes find it uncomfortable to enforce boundaries, but my not doing so often resulted in hurt feelings all the way around, and usually, loss of a PCA through termination or resignation. Set boundaries and enforce them.

I have learned the importance of making my expectations regarding what is to be done and how it is to be done very clear from the beginning, preferably in writing. In addition to GSIL's job description I have developed my own job description for personal care attendants that spells out many of these expectations. I also have developed house rules that each newly hired PCA reads and signs their agreement to follow. A copy of these rules is posted as a reminder in the space where they keep their timesheets. As for house-keeping type tasks around the house, everyone has particular ways they need or want things to be done. I struggled with how to have my particular needs and wants met without my feeling like I was micro-managing my staff. To help with this I developed laminated task cards that spell out details about how I would like certain household tasks to do be done. There is a separate card for each task (i.e.: cleaning the bathroom, folding the laundry, cleaning the floors, etc.) and each day I hand out the cards for the tasks I would like completed that day. This has really helped because my expectations are made clear, the PCA has something in writing that they can consult as they work, and I don't usually have to micromanage them, which is much easier for me. With few exceptions my personal care attendants have commented that the cards make it much easier for them as well.

Clear and concise communication is the key to the success of any relationship between people. The Consumer/PCA relationship is no exception. I will not claim that the strategies above have eliminated all problems but they have certainly gone a long way toward improving my PCA program and making sure that my needs as a consumer, the needs of others in my home, and my PCA's needs as workers are in balance.

Example of PCA Do's and Don'ts

PCA – Do's and Don'ts

Do:

- ❖ Do Wash hands upon reporting to work and at any other appropriate time
- ❖ Do Arrive on time and ready to work
- ❖ Do arrive at work properly dressed – no pj's or high heels – sneakers or other closed toe shoes are safer!
- ❖ Do Clean up after yourself
- ❖ Do Be respectful of our privacy – you are here to help Jeff with personal care – your involvement does not extend beyond that.
- ❖ Do Be respectful of our home, just as we are respectful of it
- ❖ Do Take care not to cause damage when moving or handling equipment
- ❖ Do Ask before doing things you haven't been asked to do
- ❖ Do Wear your long hair up (if applicable)
- ❖ Do Keep the back door locked!
- ❖ Do A thorough job and follow instructions on ALL tasks you are asked to complete
- ❖ Do Empty vacuum cleaner cup after every use
- ❖ Do Let Jeff know if we are getting low on supplies (gloves, wipes, etc)
- ❖ Do give ample notice if you are unable to come to work – keep absences to a minimum
- ❖ Do Leave things just the way you find them

Don't:

- ❖ Don't Give food or water to any of our animals
- ❖ Don't Scold or discipline any of our animals
- ❖ Don't Change the temperature of heat or air conditioning
- ❖ Don't Bring your drinks beyond the kitchen – no food or drinks in bedroom or living room
- ❖ Don't Dispose of used wipes or gloves in the bedroom or bathroom garbage – use the kitchen trash can only
- ❖ Don't open closed bedroom/bathroom doors with out knocking
- ❖ Don't Move or rearrange anything unless you are asked – remember this is a wheelchair accessible house; things are where they are for a reason!

There is absolutely **NO SMOKING** on our property!!
Please remember – When in doubt, ask!!!!

I have read and understand the above information.

Date

Example of Household Rules

Household Rules

- Do not sit/lie down in/on our bed. Please use chairs in the other room.
- Arrive on time, ready to work and properly dressed – no pj's or high heels – sneakers or other closed toe shoes are safer!
- Clean up after yourself.
- Be respectful of our privacy – you are here to assist Jeff with personal care and with housework – your involvement does not extend beyond that.
- Don't enter closed bedrooms/bathrooms with out knocking.
- Be respectful of our home, just as we are respectful of it. Leave things just the way you find them.
- Take care not to cause damage when moving or handling equipment.
- Do a thorough job and follow instructions on ALL tasks you are asked to complete.
- Do not give food or water to any of our animals.
- Do not scold or discipline any of our animals.
- Give ample notice if you are unable to come to work – keep absences to a minimum.
- Do not Bring your drinks beyond the kitchen – no food or drinks in bedroom or living room.
- Do not Move or rearrange anything unless you are asked – remember this is a wheelchair accessible house; things are where they are for a reason!

There is absolutely **NO SMOKING** on our property!!
Please remember – When in doubt, ask!!!!

I have read and understand the above information.

Date

Time Sheets and Payroll Schedule

All the hours worked by your attendant care workers must be recorded on the appropriate time sheet (PCA, PCSP or ICO) and sent in to GSIL. GSIL then sends the attendant care worker a paycheck.

***Time sheets are available electronically in .pdf format.
Contact your nurse/program coordinator for details.**

Billing Consumers for Hours Policy

GSIL's consumer directed programs are based on the understanding that the consumer and/or their personal care representatives direct and manage their personal care program(s) and by extension will abide by GSIL's Policies and Procedures. These policies include the agreement that:

- Attendant care workers may not work more than 40 hours per week even if they work for more than one consumer;
- Consumers will not submit timesheets exceeding the number of hours and tasks allowed on the consumer's PCA or PCSP plan of care
- Consumers and/or their personal care representatives will not schedule attendant care workers to work when services have not been authorized, for example, when the consumer is in the hospital or rehabilitation facility

Should the consumer and/or their personal care representative fail to abide by these policies, GSIL will issue a verbal and/or written warning. After two warnings be it either issued verbally or in writing, GSIL reserves the right to bill consumers and request payment for any hours that meet the criteria listed above. Further violations may result in suspension or termination of the personal care program. Failure to pay GSIL within 60 days or to make payment arrangements will also result in suspension or termination of the personal care program.

Payroll Schedule

Effective 5/31/05, attendant care workers are compensated on a weekly basis with the first week's pay delayed.

Attendant care workers also have the option to participate in a bi-weekly compensation process. To participate in a bi-weekly payroll process, **the attendant care worker must inform GSIL Payroll Personnel** that they wish to be compensated on a bi-weekly basis.

GSIL **MUST RECEIVE** timesheets by the Tuesday cut-off date each week (a Payroll Calendar for the current year is included with your attendant care worker's new hire forms packet). If the time sheet is not received by the Tuesday cut-off date, your attendant care worker will receive his/her paycheck on the regularly scheduled bi-weekly pay date.

Paychecks are mailed directly to attendant care worker's home address unless he/she has chosen direct deposit.

Instructions For Completing Time Sheets

1. For optimum accuracy, **write in BLACK or BLUE ink**. Write in **ALL CAPITAL LETTERS** without touching sides of the boxes.
2. Time sheets and tasks must be filled out daily and submitted weekly. They cannot be copied from pay period to pay period.
3. **Fill in all information required** in boxes labeled Week Ending Friday's Date, Consumer Name (first and last), and Employee Name (first and last). A timesheet without all of this information cannot be processed and will be returned.
4. Remember to mark which program you worked under, PCA, PCSP, or ICO.
5. **Enter the Week Starting date and the Week Ending date** at the top of the timesheet. The pay week runs from Saturday to Friday. Please make sure you completely fill in the month, day and year.
6. **Record hours, minutes, AM or PM** in the blocks for time in and time out. Time must be recorded in quarter-hour increments. For example, time worked from 1:00 to 2:30 should be recorded as **1:00 In 2:30 Out**. Total Hours for that day will appear as **1.50 Hours** (not 1 ½ hours or 1 hour 30 min or 90 min). Make sure that you total hours across for each line and then total down for the total hours for the week.
 - a. Actual hours worked, with specific start and finish times are crucial in achieving the required documentation. If you alter the hours that you work on different days, it is crucial that the timesheet reflect the specific times and days worked.
 - b. Duties/tasks performed- Time sheets can only reflect the tasks as detailed on the consumer's PCSP care plan or PCA evaluation. Please only perform the tasks that are on your consumer's plan of care. If you have any questions about this, please discuss with your consumer and LTS Coordinator.
7. Time sheets **must** be signed by **both** the attendant care worker and the consumer and/or personal care representative. **The Consumer or their Personal Care Rep and Employee must both sign** at the bottom of the timesheet. A time sheet without all signatures cannot be processed and will be returned.
8. MAIL TIMESHEETS TO: **GSIL 21 Chenell Drive, Concord, NH 03301** * E-Mail: payroll@gsil.org
Fax: 603-228-1673 * **Due No Later Than Tuesday @ 5:00 PM** *
9. Call 603-228-9680 or toll-free 800-826-3700 and ask for Payroll to confirm receipt of fax.
10. Timesheets sent in before the hours have been worked will not be processed and will be returned.

***Time sheets are available electronically in .pdf format.
Contact your nurse/program coordinator for details.**

Attendant care programs are governed by regulations put in place by the State of New Hampshire. In order to use the programs, consumers and attendant care workers need to comply or obey these rules. Not following the rules around Medicaid can be considered fraud and can not only result in criminal charges but can also jeopardize other consumers who use the attendant care programs.

Some examples of **not being in compliance** around timesheets are:

- Submitting timesheets for services not provided
- Inaccurate timesheets
- Timesheets sent in early and pre-signed
- Putting hours worked on the timesheet when the worker is out sick

Timesheet TROUBLES - Top 10 MOST COMMON MISTAKES

1. AM and PM circles not filled in or filled incorrectly

The **NUMBER ONE SLIP-UP!** Please make sure AM and PM circles are filled in correctly.

2. Timesheets received late – Deadline for timesheets is Tuesday 5PM

Any timesheets received after the deadline risk employee not getting a paycheck until the following week. **Late Timesheets is the NUMBER TWO SLIP-UP!**

3. Program not filled in or wrong program chosen

At the top of each timesheet the correct program **must be filled in.**

4. Daily total hours are added incorrectly or left blank

Amount of hours worked each day must be filled in and added so that all are aware. This avoids going over daily total allotment of hours provided by Medicaid.

5. Addition (of hours worked) incorrect or not filled in

Daily and/or weekly total hours are added up incorrectly or left blank. This is the primary cause for going over total allotment of hours per week, or causing employee to work more than 40 hours resulting in overtime pay.

6. Dates incorrect or not filled in

We see many timesheets with the wrong dates or date fields have been left blank. We see timesheets with future dates and shifts that have not been worked yet.

7. Missing or misspelled names

Consumer or employee names are not filled in or are misspelled.

8. Missing signatures

Missing consumer or employee signatures.

9. Overlapping of workers

More than one worker has written on their timesheet that they worked the same (overlapping) shift as another worker. Medicaid does not allow this.

10. Going over allotted hours

This happens when timesheets are not filled in correctly and workers or consumers are not aware that they have gone over allotted hours. Medicaid does not allow this.

Sample Attendant Care Time Sheet



**GRANITE STATE INDEPENDENT LIVING
ATTENDANT CARE PROVIDER TIMESHEET**

09/19/2012
Rev 10

Program (Shade Only One): PCA PCSP ICO

Week Starting Saturday

09 / 25 / 12

Week Ending Friday

09 / 31 / 12

Instructions:

1. Use only Black or Blue ink. No Pencil.
2. Enter Names in CAPITAL LETTERS.
3. Completely fill in/shade all bubble responses.

CONSUMER: First Name

JOSEPH

CONSUMER: Last Name

SMITH

EMPLOYEE: First Name

JANE

EMPLOYEE: Last Name

DOE

DAY	Time in	Time out	Time in	Time out	Total Hours
SAT	10:00 AM	01:00 PM			03:00
SUN					
MON			02:00 PM	04:00 PM	02:00
TUE					
WED					
THR	09:00 AM 02:00 PM	10:00 AM 04:00 PM			01:00 02:00
FRI					

EMPLOYEE DAILY ACTIVITY CHECKLIST

Total Hours This Week 08:00

	S	SU	M	T	W	TH	F
Bath/Shower	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dressing/Undressing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grooming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housekeeping/Laundry	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hydration/Nutrition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meal Preparation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Range of Motion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	S	SU	M	T	W	TH	F
Shopping/Errands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Toileting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfer/Mobility	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accompany in Community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medication Assist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I certify that the information supplied above regarding hours worked and activities performed is accurate:

Joseph Smith
Signature - Consumer or Personal Care Representative

I certify that this time sheet/activity checklist was completed in full BEFORE I signed it and that the above information regarding hours worked and activities performed is accurate.

Jane Doe
Signature - Employee

MAKE SURE TIMESHEET IS COMPLETE WITH DATES, NAMES, TOTALS, AND SIGNATURES
MAIL TIMESHEETS TO: GSIL 21 CHENELL DRIVE, CONCORD, NH 03301 * E-MAIL: payroll@gsil.org
FAX: 603-228-1673 - CALL TO CONFIRM RECEIPT OF FAX * DUE NO LATER THAN TUESDAY @ 5:00 PM



Communicating with your Attendant Care Worker

Communication between an attendant care worker and an employer can make or break a working relationship.

Giving Direction and Training

Clear communication is the most important thing about supervising your attendant care workers.

- ◆ Encourage your attendant care worker to ask questions if he/she doesn't understand something.
- ◆ Be consistent in your communication. The more consistent you are in your decisions and requests, the better your attendant care worker will meet your needs.

Training your attendant care worker is very important because you know best what your care needs are. Your attendant care worker may prefer to do things one way and you may prefer another. The choice is yours and your attendant care worker needs to follow your directions. Here are a few tips to remember when training your attendant care worker:

- **Be clear and specific about your expectations.** Tell your attendant care worker exactly how you like things to be done. For example: asking your attendant care worker to put dishes in the dishwasher instead of leaving them in the sink; or using a feather duster or dry cloth and Pledge when cleaning; or moving furniture to clean underneath when sweeping or vacuuming.
- **Be open to suggestions.** Sometimes your attendant care worker may have a better way to do something. If you don't like it then do it your way. Try to be flexible, your attendant care worker may last longer.
- **Explain any technical words or terms that you use.** Even an experienced attendant care worker may not know the terms you use. Understanding terms helps your attendant care worker better understand your disability and meet your needs.
- **Make sure they understand.** Don't assume they know what you want. Explain your tasks a few at a time (be specific) making sure that the details of one task are understood and completed before you move on to the next task.
- **Be patient, fair and listen.** Don't expect your attendant care worker to get things right the first time. Be prepared to repeat your directions a few times. Try not to get frustrated, learning new things takes time.
- **Be open to compromise.** Even though you get to make decisions about your care and schedule, sometimes you may need to be flexible and compromise with your attendant care worker. For example: they may have children, which could prevent them from having a more flexible schedule; or they may have other job responsibilities which may restrict their availability.
- **Address issues directly.** When you are giving feedback about an issue, remember to speak directly to the attendant care worker who is involved with that issue. Avoid gossiping about or criticizing the work of other attendant care workers.

Treat your attendant care workers the way you would like to be treated!

Available Training Tools

Attendant Care Worker Orientation and Training - The **Orientation** program is designed to acclimate you to the agency and the responsibilities of the position. The Consumer, your supervisor, will review with you the following training topics to best orient you to your position. Specifically, you will be oriented to the following, not all inclusive: Training specific to the tasks that you will be responsible for to assist the consumer; tasks related to the consumer's care plan; Attendant Care Employee Handbook, Supervisory support & boundaries, and your work schedule. After your orientation you and your consumer will be asked to sign the *Attendant Care Worker*

Training Confirmation Form and the Attendant Care Worker Agreement to Abide by GSIL Policies & Procedures form.

Attendant Care Education is a **mandatory TRAINING PROGRAM** for all new attendant care workers. The training program will provide attendant care workers with an overview of GSIL's attendant care programs, the nature of attendant care, and an insight into disabilities and types of assistance. Topics included, but not limited to, in the orientation:

- ✓ Overview of the Independent Living Philosophy
- ✓ The Role of an Independent Living Center
- ✓ Attendant Care Policies and Procedures
- ✓ The Types of Disabilities
- ✓ Communication Strategies
- ✓ Self-Care for the Attendant Care Worker
- ✓ Other Services and Supports offered by GSIL
- ✓ Assistive Technology and Equipment
- ✓ Autonomic Dysreflexia
- ✓ Bloodborne Pathogens / Universal Precautions
- ✓ Medicaid Compliance

So that all new employees can conveniently attend the training session, GSIL has made the ACE Training available on DVDs (available from your consumer) and on our website www.gsil.org.

This training takes approximately 2 hours. You will be paid a **maximum of 2 hours** for the time spent either viewing the DVD or completing it on the web. ****Please note that the test cannot be taken if it will cause you to exceed a total of 40 hours for the week.** You will be required to take a post test which you must pass. Once you have completed the training and test, complete the training timesheet (available in your hire packet). Please send the timesheet to payroll for processing.

You **MUST** complete this training within 30 days of your start date with your new consumer. If you do not complete the training within the 30 day timeframe you will **NOT** be able to continue working for GSIL until you have completed the training.

The Attendant Care Education program is not a substitute for the on-the job training that will be provided by the employee's consumer and/or personal care representative.

Ongoing Training Opportunities. GSIL offers training through the year through the GSIL website and/or scheduled training. When these training are available you and your consumer will be notified. In addition, please review the Personal Connection Newsletter for ongoing educational opportunities and such notices.

Personal Care Connections – GSIL provides a quarterly newsletter which includes important news, tools and tips about managing your program, articles about Skills Building, Safety, information from Human Resources and payroll and much, much more. The newsletter is sent to all consumers and attendant care workers.

LTS Program Coordinators – Your LTS Program Coordinator is also available for additional skills training.

Policies and Training Confirmation Form – Within 30 days of hiring a new attendant care worker both you and the worker must complete and sign the Attendant Care Worker Agreement to Abide by GSIL Policies and Procedures and Training Confirmation form (available from your LTS Coordinator) and return it to GSIL's Human Resources Department.

Evaluating Work Performance

Evaluations can give you and your attendant care worker the opportunity to talk openly with each other about things that might be frustrating. Over time, small irritations, hurt feelings and misunderstandings can build up and destroy what could have been a good working relationship. Give feedback on a daily basis on which tasks are being done well and which tasks need improvement.

Performance Evaluation Policy & Procedures

Per state regulations performance evaluations must be completed for all personal care employees. Our HR dept. will be contact consumers 1-2 months prior to the anniversary of the employee's hire date. The consumer and employee will complete the evaluation and sign it then return it to HR.

Corrective Feedback

It is important for attendant care workers to know how they are performing and whether they are meeting your expectations. This can occur both informally with daily feedback and by doing a formal evaluation. It is required that you formally evaluate your attendant care worker at least once a year and probably more often for new attendant care workers.

Here are some tips on giving feedback to your attendant care workers:

- **Give feedback often.** Praise good performance and initiative. It will make the attendant care worker (s) feel good and encourage continued good performance. Praise will also balance the times when you need to correct them. If you do need to correct your attendant care worker(s), do not attack the person: "Mike, you are really dumb! Haven't I told you many times how to transfer me?" It is better to say something like, "Mike, I know you tried, but that transfer didn't go very well. Maybe we should practice that again and I'll explain how to do it."
- **Do not save praise or criticism for the evaluations.** Evaluation is a formal review process and is done at least once a year. Feedback can happen on a daily basis. Attendant care workers need to know how they are doing so they can continue to do things correctly or change what they are doing if it is not correct.

Suggestions for Correcting Poor Performance

Some attendant care workers may need more time to perform well. If feedback does not improve performance, give a written warning that things need to improve by a certain date. Be sure to document this warning (use GSIL's Worker Warning Form) *and send it to GSIL to be placed in the attendant care worker's file.*

If one warning doesn't work, you may issue a second warning. After the second warning, make sure your attendant care worker understands that things need to improve or they may be discharged.

Difficult Conversations

If there is a serious conflict between you and your attendant care worker, you may decide to resolve it rather than discharge the attendant care worker. Talking openly can clear the air. Here are some suggestions on how to approach the conversation:

1. Set aside time when both of you will not be rushed.
2. Give full attention to the attendant care worker.
3. Describe the attendant care worker's actions, not the person.
4. Define the conflict as a mutual problem that you want to solve. This is not a contest in which one person wins and the other loses.
5. Talk about the problem in specific terms. Give examples. Don't accuse.

6. Describe your feelings and reactions.
7. Describe how you might have contributed to the problem.
8. Allow your attendant care worker the respect to have their concerns heard too.

It is important that neither of you feel accused of doing something wrong. If you can work through the problem together, it can make a stronger and better working relationship. If you are not comfortable with these steps or you have taken the steps and feel the issues have not been resolved, contact your nurse/program coordinator. Your nurse/program coordinator can assist you at any point during the process.

Discharging an Attendant Care Worker

You and/or your personal care representative are responsible for termination and firing. There is a difference between terminating and firing.

Discharging

Termination of employment can be based upon work (poor work quality) or unanticipated events (for example, the attendant care worker is moving to another town). When termination occurs, there is generally a two-week notice given. It is suggested that feedback, work evaluations and a formal warning be given prior to termination based on job performance. Here are some common reasons for termination:

- Performance is not good.
- Frequently late or does not show up for work.
- Personal habits bother you. For example, the attendant care worker smokes while doing your cares or has poor personal hygiene.
- Attendant care worker does not listen to your instructions.
- You do not feel safe with the attendant care worker, even though he/she has been working for you for several weeks and training has been provided.

Immediate Termination

An attendant care worker may need to be terminated when his or her behavior endangers you or your property. In this case, it is unnecessary to give a two-week notice. The termination can be immediate. While it is good to try to work things out whenever possible, sometimes actions or behaviors can be a cause for an immediate termination. The reasons for immediate termination should be discussed at the first meeting. Here are examples of reasons for immediate termination:

- Not passing a criminal background check.
- Coming to work drunk or high on drugs or using them while on duty.
- Stealing from you.
- Not showing up for work and not calling to let you know.
- Abusing or neglecting you.

If you have a question about hiring or firing, please call your nurse/program coordinator.

Required Forms

Any time an attendant care workers quits, is discharged, or changes from regularly scheduled hours to "on call" or "backup" status you need to initiate a **Change in Employment Status Form**. We also appreciate more information from consumers about why the attendant care worker left their job. On the form there are four different options for you to choose from to reflect the type and reason for separation.

1. **Quit:** Why did the attendant care worker quit?
2. **No Call/ No show = Job abandonment:** If your attendant care worker does not show up or call for 3 days, this is considered job abandonment. This is a serious offense and is looked upon by the Department of Employment Security as reason to deny unemployment benefits. Please provide details of dates the attendant care worker did not show up.
3. **Fired/Discharged:** Reasons for terminating an attendant care worker vary. Reasons for immediate termination are usually related to feeling unsafe with your worker. You may want to ask your nurse/program coordinator or a family member or friend to be present when terminating an attendant care worker if you do not feel safe doing so alone. We expect that you will give the attendant care worker corrective feedback/warnings before terminating their employment with you. We need you to provide us with details regarding the warnings when you fill out your **Change in Employment Status Form**. Please attach any written warnings to the form as well. Conversely, if an attendant care worker has exhibited poor work ethics or unsafe behaviors we need to know. Many times, attendant care workers work for other consumers and it is important for us to track their work history and work ethic.
4. **Other:** This option can be used to reflect an attendant care worker's change in schedule from "regularly scheduled" employee to a "backup" or "on call" attendant care worker. This allows us to track your attendant care worker in an "inactive" status.

Whenever you are in the hospital, Medicaid considers that you do not need the services of an attendant care worker. This is called a "lay-off" period.

Although the attendant care worker will not be getting paid any work hours through GSIL, they can apply for Unemployment through the State of NH. The State of NH alone decides whether the attendant care worker is eligible for Unemployment.

Please note that your attendant care workers can be reinstated to Active Status without the need to complete any additional paperwork if they work within one year of their last day worked. They will also maintain their start date this way, as well as their rate of pay and raise schedule.

RESOURCES

Location of Department of Labor Required Poster's can be found at all GSIL Regional Offices in Keene, Concord, Manchester, Littleton, Dover, Nashua, or Berlin as well as www.labor.state.nh.us/mandatory_posters.asp

Information (FAQs) on New Hampshire Labor Laws

Source: Dept of Labor Website http://www.labor.state.nh.us/worker_faq.asp#top

Note: In this section, any reference to "employer" indicates GSIL, the employer of record.

Can an employee be fired without being given a reason or a notice?

In New Hampshire an employer can fire without giving a reason or a notice.

Upon hiring an employee is it necessary to put the employee's rate of pay or any fringe benefits in writing?

Yes, employers must provide, in writing, an employee's rate of pay at the time of hire. An employer must also furnish all policies pertaining to any fringe benefits in writing. (RSA 275:49)

When is it legal to make deductions or withhold from wages?

An employer may only make deductions from wages when empowered or required by state or federal law, such as for taxes, or for a purpose which is accruing to the employees benefit with prior written authorization, such as an insurance premium or contributions to the employee's charity. (RSA 275:48)

What is the minimum number of hours per day an employee must be paid when reporting to work?

An employee who reports to work at the employer's request must be paid for a minimum of two hours, unless the employer can contact the employee prior to the employee arriving to work. (RSA 275:43-a)

Exemption: Lab 803.04 (i) Employees who are hired and report to work with the expectation that they will work less than two hours and are notified in advance of their schedule shall be exempt from RSA 275:43-a provided that the notification is in writing.

(j) Health care employees of community based outreach services providers who voluntarily make schedule changes to meet the needs of the physically or mentally infirm clients they serve and who sign a statement upon hire stating that they understand this job requirement are exempt from RSA 275:43-a. Source. #5491, eff 10-20-92, EXPIRED 10-20-98
New. #7007, eff 5-26-99

When are wages due upon separation from employment?

If an employee quits or resigns, the wages are due by the next regular payday. If fired, the wages are due within 72 hours from the time of the termination. (RSA 275:44)

Whose responsibility is it to keep records of hours worked and wages paid?

The employer must keep a true and accurate record of all hours worked and all wages paid each employee. These records must be kept for a minimum of at least four years. (RSA 279:27)

If requested by a present or former employee, is the employer required to provide the employee with access to their personnel file?

Yes, an employee, whether past or current, must be given access to review or be given a copy of, if requested, their own personnel file, whether maintained in one or more locations. (RSA 275:56)
(Note: If copies are requested, a reasonable fee may be charged).

Adult Protection Law

What To Do If You Suspect Adult Abuse or Neglect

The Adult Protection Law (**Title X11, Public Safety and Welfare, Chapter 161-F Elderly and Adult Services, Protective Services to Adults, Section 161-F:46**) requires any person who has a reason to believe that an elderly or incapacitated adult has been subjected to abuse, neglect, exploitation or self-neglect to make a report immediately to Bureau of Elderly & Adult Services (BEAS).

Make a Report

- If you suspect abuse, neglect, or exploitation you must call BEAS
- Proof of abuse or neglect is not required to make a report.
- Reports are confidential and anonymous. The Adult Protection Law does not allow BEAS to release your personal information to anyone unless you agree or a court orders BEAS to do so.

Helpful Information

When you contact BEAS, you will be asked for some information. You may not have all the answers. Just tell us what you know regarding:

- Your name, address and phone number.
- The name, address, telephone number, sex, and estimated age of the elderly and/or incapacitated adult.
- The name, address and phone number of a guardian or someone who is legally responsible for the individual.
- The full nature and extent of the individual's injuries, maltreatment, or neglect and where the incident/situation occurred.
- The type of living arrangement for the individual.
- Any information about previous injuries, abuse, maltreatment, or neglect.
- How great a risk you believe this may be to the individual.
- How you learned of this situation.
- Any action that has been taken to treat or assist the individual.
- The name, address, phone number, sex, and relationship of the person believed responsible for the abuse, neglect, or exploitation of the individual.
- Any other information that could be helpful.

Sometimes people are unsure if a situation is abusive. Even if you're in doubt, call. BEAS has extensive experience in adult protection. BEAS may find no abuse or neglect has taken place but may still offer assistance to the individual.

To Report Abuse or Neglect

Contact BEAS 8:00 – 4:30

Monday – Friday at: **1-800-351-1888 or 603-271-4680**

Source: <http://www.dhhs.nh.gov/DHHS/ADULTPROTECTION/elder-abuse.htm>

New Hampshire Administrative Appeals Unit

The Administrative Appeals Unit provides a hearing and review process to contest an action or decision made by a DHHS program or service.

105 Pleasant Street
Concord, NH 03301
Phone: 603-271-4292

Toll Free:
1-800-852-3345 extension 4292
TDD Access Relay NH 1-800-735-2964

The Administrative Appeals Brochure (2 pages) contains general information about the administrative appeals process and explains:

- How to start the appeals process
- How to prepare for an appeals hearing
- How decisions are made in the appeals process
- Where appeal hearings are held
- Your rights

A list of Frequently Asked Questions (FAQs) provides additional information about the administrative appeals process.

Both the Brochure and the Frequently Asked Questions are available on the DHHS Website <http://www.dhhs.nh.gov/DHHS/AAU/LIBRARY/Brochure/admin-appeal.htm>

New Hampshire Coalition Against Domestic and Sexual Violence

PO Box 353, Concord, NH 03302
Phone: 603-224-8893
Fax: 603-228-6096
www.nhcadv.org
www.reachoutnh.com

Toll Free:
866-644-3574 (Domestic Violence)
800-277-5570 (Sexual Assault)

New Hampshire Governor's Commission on Disability - The Client Assistance Program

CAP is an independent advocacy program for applicants, clients, and consumers of the following agencies:

- Division of Vocational Rehabilitation (VR)
- Granite State Independent Living (GSIL)
- Division for Blind and Visually Impaired

CAP SERVICES ARE FREE AND CONFIDENTIAL

Governor's Commission on Disability
57 Regional Drive, Concord NH 03301
Toll Free (V/TTY) 1-800-852-3405 or (603) 271-4175 or 271-4176
(Voice/TTY) (800) 852-3405 (Toll free-NH)
<http://www.state.nh.us/disability/caphomepage.html>

Long Term Care Ombudsman

The **Long Term Care Ombudsman**, located at the Department of Health & Human Services, will provide information, investigate the complaint and mediate to resolve differences, provide consumer advocacy and provide assistance/representation in the appeal process.

The Long Term Care Ombudsman contact number is (800) 852-3345, ext. 6941 at the Department of Health & Human Services.

Department of Health and Human Services (DHHS)

The **Department of Health and Human Services (DHHS)** for concerns or complaint regarding the Other Qualified Agency (OQA) certification –**Applicable to Personal Care Service Provider (PCSP) Services.**

Complaints may be submitted to:

Department of Health and Human Services
Bureau of Elderly and Adult Services
129 Pleasant St. Concord, NH 03301
1-800-851-1888, ext. 7857 or (603) 271-7857.



www.gsil.org

Chenell Drive

Concord Main Office

21 Chenell Drive

Concord, NH 03301

603.228.9680

800.826.3700

888.396.3459 (tty)

603.225.3304 (main office fax)

603.228.1673 (payroll office fax)