

Advice, Tips, and Recommendations for Caregivers

Invest in Yourself

Investing in a "**positive attitude**" is the best decision one can make. Consumers prefer to hire a caregiver who is friendly and will help make them feel better. So remember to smile and have a sense of humor. Registry staff and consumers generally contact caregivers by the phone so it is important that you can be reached in a timely manner. Many caregivers, who are looking for work, have pagers, cell phones, and answering machines. It is important that your answering machine message be professional, brief, list your number, and have no background music playing. Return calls as soon as possible. If you have someone taking messages for you, he or she should be polite and professional. The registry advises caregivers to not "block" their telephone numbers. Sometimes consumers get confused when they call a blocked number and will end up skipping those caregivers.

Make sure you wear clean clothes to job interviews. Caregivers, who have a nice appearance, are more likely to get hired.

Assemble copies of your resume, letters of recommendations, training certificates, and references to give to consumers.

Many caregivers are improving their skills by attending free training classes. Classes include CPR, first aid, communicable diseases, setting limits managing stress, safety in the home, and healthy eating. To find out more about caregiver training call: (916) 876-5173.

Make a Professional Appearance:

The way you present yourself on the telephone and in person plays a big part in whether or not you get hired. Address others with "please," "thank you", "sir", and "ma'am." Have a positive rather than a negative attitude.

After You're Hired:

- Do not verbally, physically, or emotionally abuse a consumer;
- Do not take or ask a consumer for extra money or a loan;
- Do not lose your temper with, or in front of a consumer, go into another room if you have to "cool off;"
- Do not abuse TV or telephone privileges at the consumer's home;

- Do not abandon or leave a helpless consumer, call their social worker;
- Do not take advantage of eating privileges;
- Never work or go to work while intoxicated or on drugs;
- Never borrow or take any consumer belongings, even if offered;
- Do not use the consumer's car unless given permission
- Do not bring children, family, or friends to work with you.

General Do's After You're Hired:

- Treat the consumer with respect;
- Be polite in person and on the telephone
- Present yourself in a professional manner always;
- Request clarification if you don't understand what a consumer wants;
- Be extra careful when driving a consumer;
- Have car insurance;
- Keep the consumer's health information, issues, and concerns confidential;
- Listen to the consumer;
- Be on time;
- Notify the consumer if you are going to be late or cannot work;
- Work all scheduled hours;
- Keep a daily log of the hours you worked and have the consumer initial the log at the end of the shift;
- Monitor the consumer's medications (notify their doctor if medications are not taken correctly);
- Keep a list with telephone numbers of the consumer's family, friends, doctor, etc.
- Report all suspected abuse or neglect to Adult Protective Services: (916) 874-9377.

Working with the Registry:

The following tips will help the Registry connect you with consumers who are looking for a good caregiver.

- Make sure the Registry has your correct telephone number;
- Update your information **every 30 days** (It takes less than 5 minutes). If you don't you will be made inactive, and you will **not** be referred out;
- Let the Registry know when you complete a training class;
- Attend a "New Caregiver Orientation", ask us when the next one will be held;
- Registry Specialists will call you when your name comes up on the list, if you are not home, please call us back **as soon as possible**;
- Let us know when you get hired.

Timesheet & Payroll Advice

To get your check on time, make sure you:

- Do not sign or turn in your timesheet early. Timesheets for the 1st pay period are due on or after the 15th, 2nd pay period timesheets are due on or after the last day of the month (early timesheets will be returned);
- Avoid stacking hours, spread your hours evenly during the pay period;
- Use only blue or black ink;
- Use a calculator to double-check your hours worked;
- Record hours in tenths (i.e. 5.5 hours, not 5.55 hours);
- Make sure all writing is clear;
- Make sure both you and the consumer sign and date the timesheet.

Important Numbers:

Caregiver Registry

(916) 874-4411

Caregiver-Consumer Training

(916) 876-5173

Public Authority Health Benefits

(916) 876-5174

Adult Protective Services

(916) 874-9377

IHSS General Information

(916) 874-9471

IHSS Payroll (Broadway)

(916) 874-9805

SEIU United Healthcare Workers West (union)

(916) 326-5850