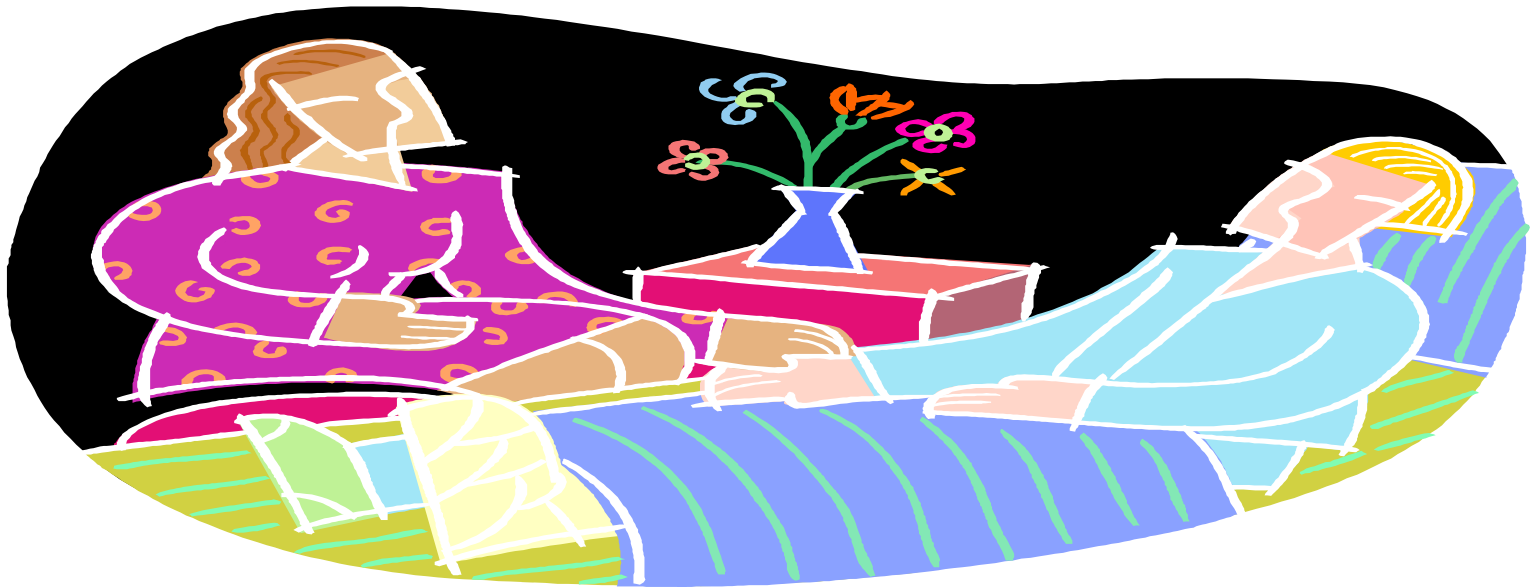


How to Hire a Care Provider

By: Patricia Sanchez





Preparation



- Review the Services Authorized by your IHSS Social Worker
- These will be listed on your Notice of Action, sent by your social worker
- This Notice shows the amount of time authorized for each service which may include personal and domestic services



Where to Look for Help

- IHSS Public Authority
- Caregiver-Consumer Registry
- 3700 Branch Center Road, Suite A
- Sacramento, CA 95827
- Main Line (916)874-4411





Criminal Background Checks

- State law states that an IHSS recipient has the right to obtain the criminal background record (if one exists) or their potential care provider from the State Department of Justice
- This criminal background check is provided free of charge upon your request

Screening By Telephone



- Give a brief description of your needs as authorized on your notice of action
- State the number of hours you need assistance (see notice of action)
- Ask for 2 or 3 references from applicant
- Ask if provider has reliable transportation
- If phone screening goes well, set up interview

Interviewing in Person



- Set up an interview time with if the applicant sounds reliable and you feel comfortable
- Interview at home or in a public place
- Arrange to have a friend or family member help you if you wish to do so



During the Interview

- Ask for a picture ID or Drivers License
- Ask applicants to tell you about themselves
- Give the applicant your Notice of Action to read
- Ask questions, write down concerns
- You can interview as many applicants as you want



Possible Interview Questions

- What kind of training have you had?
- Why are you in this line of work?
- Do you have a driver's license?
- Do you drink or take drugs?
- Would you ever bring someone with you?
- Would you agree to a trial period?



Interview Questions For Special Needs

- How would you handle a wandering person?
- How would you deal with a person who refuses to eat?
- How would you handle a medical emergency?
- Have you ever been certified to give first aid?

After The Interview



- Thank the applicant for coming to the interview.
- Tell the applicant you have other interviews and will contact them when you have made your decision.
- **NEVER HIRE SOMEONE WITHOUT FIRST CHECKING THEIR REFERENCES.**



Possible Questions to Ask Applicant's References

- How long have you known the applicant?
- Was the applicant reliable?
Dependable? Courteous? Trustworthy?
- What were your impressions of the quality of the work?
- Why is he/she no longer working for you?

Supervision



- Supervision and Communication
- Giving Praise
- Offering Corrections
- Safety
- *Remember that it is not important that all tasks are always done exactly the way in which you would do them. There are many ways to do things.*

Supervision and Communication



- Keep in mind that **you** are the employer.
- Give clear instructions.
- Give training where needed.
- Encourage your care provider to let you know if he/she does not understand you.
- Be respectful of your care provider. This encourages them to be respectful of you.

Giving Praise



- When your care provider is working hard and doing a good job, a little praise is appreciated.
- Give praise as deserved and immediately.
- It is important that you and the care provider are pleased.



Offering Corrections

- Discuss problems as they arise. Don't bottle them up. Discuss problems fairly and calmly.
- When offering corrections, first try to comment on a task that has been done correctly. Then let the care provider know pleasantly, but firmly, how you want the task done.

Safety



- Do not leave valuables lying around. Also, keep your jewelry, cash, checkbook, and credit cards put away safely and securely.
- Ask for a receipt any time your care provider shops for you.
- Do not add your provider's name to your savings, checking, charge account, Social Security (SSI), or any other documents.



Safety



- If your care provider is abusing you (**hitting, screaming, endangering your health, or making you feel afraid**), tell family or friends immediately and call the police or Adult Protective Services (874-9377) at the Department of Health and Human Services.



Dismissing A Care Provider

- You do not feel comfortable with the person.
- He/she may be bossy.
- He/she may bring someone to your home without permission, may consistently arrive late to work, or may miss days without giving notice.
- Abuse of drugs or alcohol, excessive use of the telephone, or missing items.



Possible Reasons For Immediate Dismissal

- **Theft**: Confront your care provider and ask for his/her explanation. If you are certain that something of value is missing, call the police.
- **Abuse**: If you are afraid your care provider will harm you or is mistreating you in any way (*hitting, hurting, screaming, or yelling at you*) let the police and Adult Protective Services know immediately.



Do Not Remain In An Abusive Situation!

- Adult Protective Services:
(916)874-9377
- Sacramento County Sheriff:
(916)874-5115
- Sacramento City Police Department:
(916)264-5151



Important Phone Numbers

- In-Home Supportive Services (IHSS)(916 874-9471
- IHSS Payroll (916) 874-9805
- Family Service Unit (916) 874-5115
- Caregiver-Consumer Registry (916)874-4411
- Emergency **911**

Websites With More Information And Resources

- www.sacihsspa.net
- www.ca.gov

