You Are Now the Employer of Personal Care Assistants

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Connecticut Council on Developmental Disabilities

Connecticut Department of Social Services

Money Follows the Person Demonstration by the Centers for Medicare and Medicaid Services
You Are Now the Employer Of

Personal Care Assistants

Recruiting
Job Descriptions
Interviewing
Hiring, Paperwork & Training
Maintaining Files
Scheduling & Back-Up Plan
Communication Skills
Evaluations
Disciplinary Action & Termination
Managing Stress
Planning For Emergencies
Preventing Abuse & Neglect
Circle of Support
Resources
Program Documents
Recruiting
Recruiting

Connecticut Community Care, Inc. Self-Directed Support Services

The preparation of this document was financed under an agreement with the Connecticut Council on Developmental Disabilities.

Getting Started

So where do you start? Before you begin to look for your new personal care assistant, you need to decide what you are looking for. What qualities are important to you when you think about your new employee? Is she honest and dependable? Is he a good listener? Does she have a good sense of humor? You may not find someone with all the qualities you want. Decide what is most important and what is not required. What you look for will likely change over time, especially when you are hiring a variety of employees.

Now that you know what you are looking for, what do you do next?

Developing an Ad or Flyer

It’s helpful if you advertise in a variety of places. While it’s a good idea to include enough information about the job, it’s usually not possible. This is especially true of a newspaper ad which needs to be short. Be sure to include the following:

- Tasks employee will do – personal care, driving, household tasks
- Times needed – during the day, evening or weekends
- Where to call and/or email – let someone know how they can contact you for more detail

The more eye-catching a flyer is, the more likely someone will respond. In a newspaper you aren’t able to do this, so wording is important. Look for examples to help develop your own ad or flyer.

Tip

Hiring new employees may seem overwhelming at first. Don’t worry. Take one step at a time, and ask others to help who are familiar with the process.
Where Should I Recruit Employees?
Advertise the position you are looking to fill in a variety of places. However, keep in mind it is better to advertise in newspapers or places close to your home. Remember, some ways of advertising may cost a fee. Sometimes the cost is minimal, and sometimes it is very expensive. Start with ways that cost little to no money first. Here are some ideas for recruiting employees:

- **Newspaper Ads** – local newspapers work best. They are less costly, and people look for jobs in these papers all the time.

- **Bulletin Boards** – are usually located on college campuses, places of worship, community and recreation centers, youth centers, senior centers, fitness centers and grocery stores. This is a great way to advertise for free, and find someone in your community.

Screening Potential People to Interview
Your first conversation with a potential employee is important. You do not have time to interview everyone that shows interest. Only choose the people you feel comfortable with on the phone and meet the qualities you require the most. Here are some suggestions for the initial phone calls you receive:

- **Provide** general information about the position – hours, rate of pay and important information and qualities.

- **Word of Mouth** – this is often the best way to recruit someone since the person giving the referral is more familiar with your needs and personality. Sometimes a personal care assistant for a friend may be looking for additional hours with someone else. Let people know you are hiring.

- **CT Department of Labor** – has a Job Bank Web site you can register with and post a position. Go to their Web site at [http://www.ctdol.state.ct.us](http://www.ctdol.state.ct.us).

- **Internet Registries** – more people are using this as a tool for recruiting employees. There are a number of sites to search for. One registry used in Connecticut is **Rewarding Work**. As an employer, you can pay a fee to access the registry of people interested in being personal care assistants. Go to: [http://www.rewardingwork.org](http://www.rewardingwork.org).

- **Explain** your needs clearly – give details about the responsibilities of the position, your disability and support needs.

- **Listen** to what the callers say on the phone – do they mention some of the qualities you are interested in?

- **Ask** if they are still interested – if they are, set up an interview or say you will call back if interested.
Looking For a Rewarding & Interesting Job?

Are you…
- Dependable
- Honest
- Caring
- Someone who enjoys learning new things

If so, keep reading…
Young woman who uses a wheelchair and lives in Bristol seeks support with personal care and daily living tasks. Various days / times available.

Contact person: (555) 555-0125
Here are some examples of newspaper ads. Usually you are very limited with the amount of wording you can use. So you should say what is most important, and describe the rest of the details when they call.

**Personal Care Assistant** for young man with disability Mon.–Fri. early mornings. Call (555) 555–0125.

**Part-time Assistant** for adult with disability who uses wheelchair and needs personal care and support with household tasks. Various times. Call (555) 555–0125.

**Personal Assistant** for active young woman with disability to provide support with personal care, housework, and driving. Will train. Weekends. Call (555) 555–0125.

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Applicant Name: __________________________________________

Phone #: ________________________________

Prior to Asking Questions

- Discuss the position – days, times & tasks
- Provide an overview of your disability – supports you require
- Discuss any adaptive equipment they would need to use
- If driving is required, discuss it at this point
- Discuss payment – rates and how payment is provided
- Ask if he or she is still interested in the position.
  If so, proceed with asking them a few questions:

1. Have you had any experience providing support to someone with a disability? If so, Please describe.

2. Can you think of anything that may prevent you from doing any portion of this job? If so, please discuss.
Screening Questions Continued

3. (If this applies) Do you have any concerns about dogs or cats?
   Do you have any problems assisting me with feeding, changing water, grooming, changing a litter box and cleaning up after the dog, other tasks as needed? Please discuss further.

After Questions
Mention you will be setting up interviews. Ask them if they are interested in an interview (only if you are still interested in interviewing them – do not interview everyone you talk to). Set up a time to meet or say you will call them in the next day or so if you are interested in an interview – do not delay scheduling an interview for very long.
Job Descriptions
Getting Started

Before you begin the interviewing process, it is important you know when your potential employee will work for you, and what tasks you expect her/him to assist you with. This will help you find the right person who has the skills needed to do the tasks for that particular position. For example, you may be looking for someone to assist you in the morning to get ready for your day, and most of the position involves personal care (bathing, dressing). You have another position which involves other tasks (driving you to do errands, meal preparation and paperwork). You want to hire the person with the best skills for each position. This tip sheet will help you think about the tasks you need completed, and be clear to the people you are interviewing what is expected of them. This will help to avoid problems with your personal care assistants down the road.

What Is a Job Description?

A job description is a document which describes the responsibilities or duties of the job. It also lists any qualifications you would like someone you hire to have. For example, you may want someone with experience working as a personal care assistant or who is CPR certified.

A job description is something you create based on your individual needs, and could be different for various positions you have available, as we mentioned previously.

It’s a helpful tool during an interview to clearly discuss what is expected, but also to continue to review once an employee is hired. It is useful in communicating what responsibilities are being met, and which are not being met.

A job description may change over time, and it is important you communicate this to your employee.
Developing a Job Description

Now that you know what a job description is, we will talk about the areas to include in the job description in more detail. Job descriptions may include anything you feel is important, but should not list too much detail and should be kept as short as possible. Many job descriptions are limited to one page.

So what areas should you include? Job descriptions usually have seven main areas. These seven areas include:

- **Position**
- **Supervised By**
- **Summary of Work**
- **Qualifications**
- **Responsibilities or Duties**
- **Schedule**
- **Salary**

Let’s discuss these areas in more detail:

- **Position** – The title of the job. (EXAMPLE: Personal Care Assistant)
- **Supervised By** – Who makes decisions and has responsibility for the employees. Usually it is the person with the disability, but sometimes a family member or close friend may also assist in this area if needed. This should be made clear to all employees when they start, and should be consistent.
- **Summary of Work** – Is a general description of the position. (EXAMPLE: Provide support with tasks of daily living.)
- **Qualifications** – This may include what you feel is important to being a good employee (dependable), certifications or other experience requirements (CPR Certified, valid driver’s license) or physical requirements (ability to lift). This is specific to your needs.
- **Responsibilities or Duties** – It is helpful to list specific tasks here, rather than say night time routine. Instead list tasks such as assistance with undressing, assistance with toileting, assistance transferring using a lift, positioning in bed. This will help to avoid confusion since tasks are listed with more detail.
- **Schedule** – Specify days and times the employee is expected to work.
- **Salary** – Provide information regarding hourly rate and/or benefits available.
Instructions: Please check each task you will need assistance with. Use the extra space to describe tasks in more detail.

**Bathing:**
- Shower or Bath
- Wash & Rinse Body
- Wash Hair / Condition / Rinse
- Dry body thoroughly
- Apply lotion or powder
- Apply deodorant
- Shave
- Check supplies (e.g. soap)
- Thoroughly dry shower chair
- Clean-up bathroom
- Put away supplies, etc.
- Other

**Personal Hygiene:**
- Comb / brush / style hair
- Ear care
- Nail care
- Wash face / apply moisturizer
- Apply make-up
- Brush teeth
- Other

**Dressing:**
- Dressing
- Undressing

**Transfers:**
- Balance when transferring
- Pivot transfer
Transfers Continued:
- Total lift (Needs to lift ___ lbs.)
- Sliding board
- Hoyer Lift (Manual / Electric)
- Ceiling Track Lift
- Other
- Other

Toileting:
- Use toilet / Commode / urinal / bed pan
- Cleaning
- Menstrual Care
- Drain leg bag
- Hook-up urinary drainage / ostomy equipment
- Clean urinary drainage equipment
- Other
- Other

Bladder Care:
- In-dwelling catheter
- Condom-drainage
- Ilio Conduit
- Other
- Other

Bowel Care:
- Digital Stimulation
- Suppositories
- Enema
- Laxative
- Colostomy/Ileostomy
- Cleaning-up after
- Other
- Other
Job Description Worksheet Continued

Skin Care:
- Prevent Skin breakdown
- Treat skin breakdown
- Inform of any irritated skin areas to prevent sores
- Other
- Other

Medication:
- Administer medication
- Get prescriptions from the store
- Give injections
- Other
- Other

Exercise:
- Range of Motion
- Strengthening
- Circulation
- Assisting with accessing local fitness centers or hydro-therapy
- Other
- Other

Positioning:
- Position in bed
- Night time turning assistance and repositioning
- Position in chair / wheelchair
- Other
- Other

Respiration:
- Set up ventilator
- Set up bipap or other equipment to assist with breathing
- Suctioning
Respiration Continued:
- Clear throat and lungs by assisted coughing
- Other
- Other

Other Equipment & Medical Needs:
- Set up environmental control / computer
- Set up communication device
- Monitor Health (e.g. blood pressure)
- Other
- Other

Meal Preparation & Eating
- Prepare foods
- Cook
- Serve / cut food
- Feed
- Tube Feed
- Put food away
- Clean up (wash dishes / counters / appliances)
- Other
- Other

Household Support:
- Clean refrigerator
- Make change bed
- Sweep
- Wash / mop floors
- Vacuum
- Dust
- Clean toilet / commode seat and bucket
- Scour tub / shower / sink
- Empty trash
- General clean-up
- Wash mirrors / other glass
- Wash doors / light switches / door handles
<table>
<thead>
<tr>
<th>Household Support Continued:</th>
</tr>
</thead>
<tbody>
<tr>
<td>$\Box$ Wash walls</td>
</tr>
<tr>
<td>$\Box$ Wash blinds / curtains</td>
</tr>
<tr>
<td>$\Box$ Wash windows</td>
</tr>
<tr>
<td>$\Box$ Wheelchair cleaning and maintenance</td>
</tr>
<tr>
<td>$\Box$ Arrange for heavier work, home maintenance</td>
</tr>
<tr>
<td>$\Box$ Property maintenance (lawn care and snow removal)</td>
</tr>
<tr>
<td>$\Box$ Gardening (inside and outside plants / water)</td>
</tr>
<tr>
<td>$\Box$ Other household maintenance</td>
</tr>
<tr>
<td>$\Box$ Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Laundry:</th>
</tr>
</thead>
<tbody>
<tr>
<td>$\Box$ Sort clothes</td>
</tr>
<tr>
<td>$\Box$ Hand wash items</td>
</tr>
<tr>
<td>$\Box$ Put clothes in washer</td>
</tr>
<tr>
<td>$\Box$ Put clothes in dryer</td>
</tr>
<tr>
<td>$\Box$ Iron</td>
</tr>
<tr>
<td>$\Box$ Mend clothes</td>
</tr>
<tr>
<td>$\Box$ Bring clothes to &amp; from Dry Cleaners or Laundromat</td>
</tr>
<tr>
<td>$\Box$ Other</td>
</tr>
<tr>
<td>$\Box$ Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shopping:</th>
</tr>
</thead>
<tbody>
<tr>
<td>$\Box$ Assist with making list</td>
</tr>
<tr>
<td>$\Box$ Assist in store</td>
</tr>
<tr>
<td>$\Box$ Assist with money</td>
</tr>
<tr>
<td>$\Box$ Carry purchases home</td>
</tr>
<tr>
<td>$\Box$ Put away purchases</td>
</tr>
<tr>
<td>$\Box$ Help try on shoes / clothes</td>
</tr>
<tr>
<td>$\Box$ Other</td>
</tr>
<tr>
<td>$\Box$ Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Errands:</th>
</tr>
</thead>
<tbody>
<tr>
<td>$\Box$ Assist at school / work</td>
</tr>
<tr>
<td>$\Box$ Assist at meetings</td>
</tr>
</tbody>
</table>
Other Errands Continued:
- Medical appointments
- Counseling appointments
- Vocational / Case Management appointments
- Banking
- Vehicle Maintenance
- Cleaning Vehicle
- Assist with social events
- Assist with attending religious services
- General errands / Other

Transportation:
- Arrange Transportation
- Accessible vehicle driven by assistant
- Assistant uses own vehicle
- Assistant provides support on public transportation
- Assistant provides support on accessible transportation (Para–transit, Dial–a–Ride)
- Other
- Other

Communication:
- Writing
- Telephone
- Computer
- Sign Language / Interpreting
- Other
- Other

Organizing:
- Clean desk
- Organizing paperwork
- Filing
- Organizing Clothes
- Organizing drawers
- Organizing closets
Finances:
- Preparing budgets
- Paying bills
- Making deposits
- Making withdrawals
- Preparing taxes
- Preparing paperwork required for benefits
- Assist with mail
- Other
- Other

Animal Care:
- Feeding
- Washing out bowls
- Filling up bowls
- Cleaning up after animal (dog) goes outside
- Empty / clean litter box
- Organize supplies
- Brush / groom
- Provide medication as needed
- Let in / out of house
- Scheduling / Taking to Vet Appointments
- Other
- Other

Child Care:
- Assist with care needs
- Assist with household needs
- Driving
- Other
- Other

Managing Personal Care Assistants:
- Advertise for PCA
- Assist in interviewing PCA
- Checking references
Job Description Worksheet Concluded

- Hiring / paperwork for PCA
- Training PCA
- Scheduling
- Arranging back-up as needed
- Completing timesheets
- Other
- Other

Other Tasks:
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Connecticut Community Care, Inc. Self-Directed Support Services
The preparation of this document was financed under an agreement with the Connecticut Council on Developmental Disabilities.
Position: Personal Care Assistant (PCA)

Supervised By: (Your Name Goes Here)

Summary of Work: The personal care assistant will provide support with various tasks of daily living, as required based on the needs and choices of the person with the disability.

Qualifications:
- Dependable
- Trustworthy
- Willing to listen and learn new things
- Enjoys meeting new people
- Enjoys providing support to others in achieving their goals

Duties:

**Personal Care Tasks:** bathing, dressing / undressing, personal hygiene, transfers, toileting, medication, exercise, positioning in bed and wheelchair, and other tasks as required

**Household Tasks:** housekeeping (cleaning, dusting, vacuuming, etc.), meal preparation, laundry, and other tasks required by the employer

**Shopping / Errands:** grocery shopping, going to the mall or other stores, going to the bank, going to meetings or medical appointments

**Transportation:** to and from work, to meetings or medical appointments, to go shopping or other errands. The employer’s van will be used for driving upon request

**Personal Business:** assist with paperwork, organizing, and other tasks as required

**Animal Care:** provide assistance with feeding, filling up water bowls, minimal grooming, and other small tasks with the employer’s Service Dog (or cat)

*(Note: Use the Job Description Worksheet to provide you with the various tasks you need support with. This should be very specific to your needs.)*
Sample Job Description – Morning

Position: Personal Care Assistant (PCA)

Supervised By: (Your Name Goes Here)

Summary of Work: The personal care assistant will provide support with various tasks of daily living, as required based on the needs and choices of the person with the disability.

Qualifications:

- Dependable
- Trustworthy
- Willing to listen and learn new things
- Enjoys meeting new people
- Enjoys providing support to others in achieving their goals

Duties:

- **Personal Care Tasks:** bathing, dressing, personal hygiene, transfers, toileting, medication, positioning in wheelchair, and other tasks as required

- **Household Tasks:** cleaning bathroom and bedroom after use, laundry, animal care, preparing breakfast, assistance with feeding as needed, and other tasks required by the employer

  *(Note: Use the Job Description Worksheet to provide you with the various tasks you need support with. This should be very specific to your needs.)*

Schedule: Be available to work at the times designated during the interview, with the understanding that occasionally hours may need to be flexible depending upon scheduling needs. Occasional work may also be required to cover shifts in an emergency depending upon your availability. A typical schedule includes:

- **Mondays–Fridays:** 5:30–7:30 AM
- **Saturdays & Sundays:** 8:00–11:00 AM

Salary: $12.00–$12.50 per hour depending on qualifications and experience

Connecticut Community Care, Inc. Self-Directed Support Services

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Attached is a job description template you can use to develop your own job description specific to your needs. Please add what you need or take away what is not needed. Develop job descriptions for each position you need. That way when you interview and hire someone, your job descriptions are already developed. If your positions change over time, make adjustments as you go.
Job Description

Position: Personal Care Assistant (PCA)

Supervised By:

Summary of Work: The personal care assistant will provide support with various tasks of daily living, as required based on the needs and choices of the person with the disability.

Qualifications:

- 
- 
- 
- 

Duties:

Personal Care Tasks:

Household Tasks:

Shopping / Errands:

Transportation:

Personal Business:

Animal Care:
Schedule: Be available to work at the times designated during the interview, with the understanding that occasionally hours may need to be flexible depending upon scheduling needs. Occasional work may also be required to cover shifts in an emergency depending upon your availability. A typical schedule includes:

   Mondays–Fridays:

   Saturdays & Sundays:

Salary: $ per hour
Interviewing
INTERVIEWING

Getting Started

The interview is an important part of the hiring process. It gives you the opportunity to meet someone face-to-face. This helps you to make a better decision of who you are interested in hiring. Sometimes talking to someone over the phone gives you a different impression than when you actually meet them. However, do not interview everyone you talk to on the phone. Decide to interview only the people that best match your qualifications in your job description.

If you are new to the interview process, you may want to ask someone familiar with your interests and support needs to sit in the interview too. The next section will give you more details about what you should include in the interview.

What Is Involved In An Interview?

Being prepared for an interview is very important. It will help you in making the best decision of who you should hire for the position you have available. So what should you do in an interview? You want to be sure you include the following areas:

- **Describe the Position** – Be sure you give enough detail about the position. Give the person you are interviewing a copy of the job description for that particular position.

- **Ask Them Interview Questions** – You should ask everyone the same questions. Have the list in front of you and write down their answers. That way you can go back to their answers later when you are making a decision.

- **Ask Them to Fill Out the Application** – The application can be one you develop, or you can use the application for Allied Community Resources and the Waiver. Do not have them fill out the other paperwork from Allied unless you hire them.
Who Do I Hire?

Once you complete your interviews, it’s time for you to decide who you think you would like to hire. Go back to the notes you took about each person during the interview. Also think about some of the other things you may have seen during the actual interview. This includes some of the following:

- **Was the person you interviewed on time? If not, why?** If they are not on time for the interview, they will probably not be on time for work if you hire them. There may be some explanations, but this should be a concern.

- **Were they dressed and groomed nicely?** If they come to the interview looking messy, they will continue to do the same if they were hired, and may not take pride in their work.

- **What did they do when they met you?** If they were nervous around you or uncomfortable, it may mean that it might be the same way working together. They should be respectful of who you are right from the start.

- **Did they seem interested in the job or was it more just “a job”?** Since you have to spend a lot of time one-on-one together in your day-to-day life, you want them to show some interest in you as a person and what you do in your life.

- **Did anything make you concerned or make you uncomfortable?** This is also known as “red flags.” Pay close attention to this, and your “gut feelings.” Usually you feel this way for a reason.

- **Did they talk in detail about the tasks of the position, and if they were uncomfortable with any part of the tasks?** Do not just hire someone for their personality. Be sure, as much as possible, they can do the job as well.

- **Do they have reliable transportation, or did they mention any barriers that might prevent them from doing the job?** This is important. It’s also important they are able to drive in bad weather if needed.

Once you answer these questions, you can narrow it down to who you most want to hire, and continue with the hiring process.
Personal Care Assistant Interview Questions

Applicant Name: __________________________________________________

Prior to Asking Questions Review What Was Said on the Phone

- Discuss the position – days, times & tasks
- Provide an overview of your disability – supports you require
- Discuss any adaptive equipment they would need to use
- If driving is required, discuss it at this point
- Discuss payment – rates and how payment is provided

1. Please tell me something about yourself. Interests? Hobbies? What you do during your leisure time?

2. Please discuss previous work experience. What were the responsibilities of the job? What did you like and not like about these jobs? Why did you leave?

3. Please discuss any experience you have providing support to someone with a disability. If you have experience, what qualities do you have that were important to this position? What did you feel uncomfortable doing? If you don’t have experience, what would make you feel uncomfortable with this position?

4. Can you think of anything that may prevent you from doing any portion of this job? If so, please discuss?
5. How do you learn best?

6. What qualities do you look for in a supervisor?

7. What do you think an employer or someone you know would say are your strengths and weaknesses?

8. Would you be willing / able to fill in for other assistants in case of sickness or a change in schedule? Are there any times you would not be available?

9. What interests you most about this position? What part of the position do you think you would enjoy least? Please discuss further.

10. (If this applies) Do you have any concerns about dogs or cats? Do you have any problems assisting me with feeding, changing water, grooming, changing a liter box and cleaning up after the dog, and other tasks as needed? Please discuss further.
Interview Questions Concluded

11. Why do you want this job?

12. Why should I hire YOU for this position?

13. Do you have any questions for me?

14. If you were hired when could you start?

Discuss when you anticipate making a decision, verify that it is okay to call references, and explain the paperwork that will need to be completed in order for Allied Community Resources to set someone up as an employee.
Interview Rating Sheet

Applicant’s Name: __________________________________________________

Phone #: _______________________ Date of Interview: __________________

- Punctual (was on time for the interview)
- Appears Dependable
- Appears Trustworthy
- Appears Patient
- Willing to Learn
- Compatible With My Personality
- Compatible With My Needs
- Neat Appearance
- Attitude Appears Positive
- Able to Drive
- Experienced in Personal Care
- Likes to Cook
- Likes to Clean
- Reliable Transportation
- Other ______________________________
- Other ______________________________

When Are They Available? _________________________________________________________

________________________________________________________________________________

________________________________________________________________________________

Positive Impressions: _____________________________________________________________

________________________________________________________________________________

________________________________________________________________________________

Negative Impressions / Concerns: _________________________________________________

________________________________________________________________________________

________________________________________________________________________________
Source: CT CPASS: You are the Employer: A Guide to Hiring And Managing Personal Assistant Services. Adapted and printed with permission from the University of Connecticut A.J. Pappanikou Center for Excellence in Developmental Disabilities Education, Research, and Service

Connecticut Community Care, Inc. Self-Directed Support Services
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Hiring, Paperwork & Training
Getting Started

Now that you narrowed down your choice to one or two people, it is important you verify information about the people you think of hiring. While it is difficult to base your decision on several checks, it gives you additional information to verify this decision. It also helps to verify that what the potential employees said in their interview was accurate. If they were not honest about the additional information about themselves, it is a big concern they also may not be honest as your employees.

This tip sheet will discuss checking for references and background checks. The next step is to review everything and make a final decision. Once you make a decision, you can offer the position and begin to train your new employees. However, before someone begins working, it is important to verify with Allied Community Resources that the information is processed and that they can begin work.

Checking References

Checking references provides essential information in helping you make a decision about who to hire. Ask for both personal and professional references. Sometimes professional references will only verify employment dates. Try to get a professional reference that is willing to share more information about the person you would like to hire. If you are not able to, don’t get discouraged. Many companies only verify employment. Just try to do the best you can.

If you are able to ask further questions, be prepared with a list of questions. Ask the same questions to everyone you call for a reference rather than asking if they have any additional information to share.

References are a great way to learn more about the people you’ve interviewed. Generally it’s good information, but also question any information that is different from what you observed in the interview.
Background Checks

A Background Check will tell you if the person you are hiring has a criminal record. It will also tell you if the person has been honest with you about his/her past. If you were told that he/she did not have a criminal record, and he/she does on his/her background check, you should reconsider hiring him/her. If he is honest and tells you that he does have a criminal record, it’s a personal decision about whether or not to hire someone in many cases. Keep in mind it is a requirement that background checks are completed on all potential employees by Allied Community Resources. The background check is reviewed with you, and you must agree to hire or not hire the person.

A driving record is not part of the standard background check. If the potential employee is driving you, you may want to get a driving record report from the Department of Motor Vehicles. Go to www.ct.gov/dmv and look for driver history. The cost is approximately $20.00.

Make a Decision

Once you have all the information you can obtain, it’s time to make a decision. Your decision should be based on the interview, references (both written and phone conversations if available), and the background check. A driving record is helpful too, if they will be driving you around. Based on this information, ask yourself several final questions:

- **Were there any concerns with the references?** For example, was being on time to work a problem? Did she call out sick often?
- **Was the Background Check what you expected?** Was the person you are considering to hire honest with you about his past?
- **Do the qualifications you have listed in your job description match with the person you want to hire?** She may not have all the qualifications, but does she have the most important qualifications?
- **Do their personalities seem to work well with yours?** This is important since you will be working together.
- **Trust your gut feelings!** If you don’t feel comfortable, listen to your feelings and don’t hire this person. You’re feelings are usually right.
Employer Reference Check Form

Employer Name: ________________________________________________________________
Who You Spoke To / Title: ______________________________________________________
Dates of Employment: __________________________________________________________
Applicant’s Title: _____________________ Salary Range: _____________________________

Please comment on the following information as it pertained to the applicant:

Attendance Record _____________________________________________________________
Dependable? _________________________________________________________________
On-Time for Work? ____________________________________________________________
Self-Starter? _________________________________________________________________
Ability to Multi-Task ____________________________________________________________
Ability to Meet Important Deadlines ____________________________________________
Level of Supervision Needed ___________________________________________________
Reaction to Supervision ________________________________________________________
Reaction to Feedback __________________________________________________________
Ability to Work With Others _________________________________________________
Ability to Learn New Tasks ____________________________________________________

Strengths: ______________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Weaknesses: _____________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Any Concerns: __________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
Reason for Leaving: _______________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

Would you recommend for this position? __________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

Would you rehire? ________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

Any other information that would be helpful to know? ______________________________
_________________________________________________________________________________
_________________________________________________________________________________

Source: CT CPASS: You are the Employer: A Guide to Hiring And Managing Personal Assistant Services.
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Connecticut Community Care, Inc. Self-Directed Support Services
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Getting Started

Now that you completed your interviews, checked references, and made a decision about who you are considering to hire, you have additional paperwork the potential employee needs to complete. Allied Community Resources, the fiduciary organization for the Connecticut waiver programs, responsible for working with you during the hiring process of your new employer. While they assist with the necessary paperwork for hiring employees, conducting the background checks, processing timesheets, payroll and tax paperwork for your employees (quarterly reports, W-2’s), you are still considered the employer on record and are responsible to work with Allied as needed.

Keep in mind an employee cannot be officially hired until a staff person from Allied gives you a start date – then your employee can start working with you. It is important you work closely with Allied during this period of time, asking them questions if you are unsure how to proceed. This tip sheet will give you more information about the paperwork you need.

New Employee Paperwork

As mentioned previously, Allied Community Resources is responsible for working with you throughout the hiring process for your new employee. You are required to complete an Application Packet, and it must be approved by Allied staff before you proceed. Their website has the latest forms you can download and print. Go to: www.alliedcommunityresources.org and click on forms. Follow directions listed on the cover sheet of the application packet.

All paperwork must be completed, and then approved by Allied staff before continuing the process. Once the paperwork is approved, a background check is completed by Allied staff and reviewed with you over the phone. You will be asked at that time if you would like to proceed with hiring your new employee based on the background check. If the answer is “yes,” you will then receive a start date. That is when your employee can start working with you. You must receive this date first!
Workers Compensation

As a result of changes made by the State of Connecticut, individuals who receive services through the PCA Medicaid Waiver Program and the Elder Care Pilot Program may have their employees work hours in excess of 25.75 hours per week. Connecticut State Labor Laws require employers to obtain Worker Compensation Insurance Coverage if their employee’s work hours exceed 26 hours per week. Funds for this coverage are not covered through the waiver programs.

If you are interested in this service, you are required to cover this cost. Contact your insurance agent for more information. The cost is around $280–$800 per employee annually, but can vary. You must insure all regular employees on your coverage plan. Contact Allied and your insurance agent for more information and to discuss your individual needs.

Additional Tax Considerations

Tax considerations are a necessary part of being an employer. The good news is that you may be responsible as an employer, but this service is provided by Allied Community Resources as part of the waiver programs.

However, keep in mind, this is only for the plan of hours you have through the waiver. If you have personal care assistance hours that you pay for individually in addition to the waiver you are also responsible for these taxes. You should contact Allied to discuss the process, since multiple tax reports can not be completed under the same employee number. To learn more about tax considerations for household employers, consult with a tax professional after talking to Allied. Tax information can change from year to year.
TRAINING

Connecticut Community Care, Inc. Self-Directed Support Services

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Training Your New Employee

Now that you made a decision about who your new employee will be, it’s time to teach them all the details of the job. Remember that even though someone has worked as a personal care assistant, it is important you let them know your own wants and needs. Everyone is different, and training is a critical step to making sure your needs are met, and your new employee learns what works best for you. Some areas to keep in mind as you are training include the following:

✔ Ask your new employee how they learn best – for some people it may be watching someone else do your usual routine, and then have them try to do the routine themselves. Sometimes people ask to work off of a checklist. As an employer, it is important you talk about what works for both of you. This may prevent problems down the road because expectations are clear from the start.

✔ Communication is critical – during the training process it is important you give feedback on what needs to be different, but also what is being completed correctly. Be sure to give both positive and negative feedback.

✔ Be sure you discuss any training requirements or how to use equipment based on your individual needs – this may include knowing CPR, learning how to use a feeding tube, catheter and/or breathing machine. It may also include how to use a lift for transferring you. This is important to your health and safety.

✔ Show where supplies are kept – this includes toilet paper, towels, medical supplies. Ask them to let you know if supplies are getting low or if something needs repair.

✔ Discuss emergency plans – discuss what they should do for you in an emergency, and what you should do for them in an emergency. We will discuss planning for emergencies in a different tip sheet.

✔ Share your likes and dislikes – this includes if you like something completed a particular way. It’s also helpful if you explain why this is important.

Emergency Contact and Information Form

Name of PCA: ________________________________________________________________
PCA Address: ________________________________________________________________
PCA Phone #: ________________________________________________________________
PCA Date of Birth: ______________________________

Who to Contact in Case of Emergency:
Name: _______________________________________________________________________
Relationship: __________________________________________________________________
Address: _______________________________________________________________________
Phone #: _______________________________________________________________________

Name: _______________________________________________________________________
Relationship: __________________________________________________________________
Address: _______________________________________________________________________
Phone #: _______________________________________________________________________

Other Important Information in Case of Emergency: ________________________________
________________________________________________________________________________
________________________________________________________________________________

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Source: CT CPASS: You are the Employer: A Guide to Hiring And Managing Personal Assistant Services. Adapted and printed with permission from the University of Connecticut A.J. Pappanikou Center for Excellence in Developmental Disabilities Education, Research, and Service
IMPORTANT PHONE NUMBERS:

PCA’s and Back-Up Support:

Name: ______________________________  Phone #: ________________________
Name: ______________________________  Phone #: ________________________
Name: ______________________________  Phone #: ________________________
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Name: ______________________________  Phone #: ________________________
Name: ______________________________  Phone #: ________________________
Name: ______________________________  Phone #: ________________________

Transition Coordinator: _______________________________Phone #: ________________________
DSS Social Worker: ____________________________________Phone #: ________________________
Community Living Consultant: _________________________Phone #: ________________________
Doctor: _______________________________________________Phone #: ________________________

Allied Community Resources: (860) 627–9500

Transportation Name and Phone #: ______________________________________________________
Transportation Name and Phone #: ______________________________________________________

Other Numbers:

Name: ______________________________  Phone #: ________________________
Name: ______________________________  Phone #: ________________________
Name: ______________________________  Phone #: ________________________

Triage Service Phone #: 1–866–999–5540 or 1–866–570–9847 TTY/TDD
Maintaining Files
Getting Started
Part of the responsibilities of being an employer involves keeping proper records on each of your employees. This is also known as personnel files. This tip sheet will discuss how to set up files on each of your employees, what to include, how they should be stored, and how long to keep employee files for. Maintaining proper employee files will allow you to quickly access information on past and present employees. This is especially helpful if an employee requests information from their file, or if you need to review a document. It is also important should you need to terminate an employee. Keep in mind that you should use employee files on an ongoing basis. This next section will tell you what should be included in a file.

Setting Up Files
Setting up employee files is very important. Even though Allied Community Resources also maintains information on your employees, it is important you do so as well. This is especially important for day-to-day information, such as performance evaluations, attendance information, and documentation of any disciplinary action that may occur.

Employee files should be broken down into four areas. These areas are as follows:

- **General Employment Information** – such as completed application packet, interview and reference information, and job description.
Maintaining Files

It is helpful to review your employee files on a regular basis. Keep in mind employee files are confidential. If someone needs to assist you with filing, be sure you are with them as they file away paperwork. It is also a good idea to lock your file cabinets if people can have access to them when you are not there. Protecting files is critical.

Files of all employees, both current and in the past, should be kept for at least seven years. Be sure you have a system in place for storage of these documents because the paperwork can build up. If you have questions regarding how long to keep files, you can ask someone familiar with human resource information, or the Department of Labor at (860) 263–6000.

Remember, documentation is necessary for future reference especially if issues arise that require disciplinary action. It is also used for ongoing communication, like written performance reviews. Performance reviews are a good way to communicate how everything is going with each of your employees, both things that may need improvement and things that are going well. Don't forget to include the good things in employee files as well. We will talk more about communication in a future tip sheet. Just remember the important phrase “Document, document, document.”

Personnel File Checklist

General Employment Data

- Job Posting
- Completed Allied Employment Application
- Resume
- Signed Allied Employee Agreement Form
- Completed Allied Status Form
- Job Description
- Interview Questions / Responses
- Completed Interview Rating Form
- Emergency Contact Form

Payroll Information

- Federal W-4
- CT W-4
- I-9 Form
- Tax Information (if needed)
- Other Payroll Information (i.e. unemployment, wage garnishment, etc.)
- Weekly Timesheets Completed and Signed
- Any Payroll Correspondences

Performance Evaluations & Paperwork

- Performance Evaluations
- Attendance Information
- Any Written Information Regarding Disciplinary Action
- Letters / Forms Provided to Employee
- Individual Notes That Can Be Accessed
Termination Information

- Record of Reason for Termination
- Resignation Letter (if applicable)
- Termination Letter (if applicable)
- Unemployment Information / Forms (if applicable)

This information should only be used as a guide. It provides you with a list of information that may be important for you to keep and refer to as needed. If you have any additional questions, it is helpful to discuss this further with Allied Community Resources. Keep in mind, however, that organized information is very important. The more information the better!

Source: CT CPASS: You are the Employer: A Guide to Hiring And Managing Personal Assistant Services. Adapted and printed with permission from the University of Connecticut A.J. Pappanikou Center for Excellence in Developmental Disabilities Education, Research, and Service

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Scheduling &
Back – Up Plan
Scheduling

Having a clear written schedule of who is working throughout the day may be necessary on a weekly basis, especially if you have a number of personal care assistants that work for you.

In many situations your schedule remains the same because you hire people for a particular position during the day. However, sometimes you may need to change the time you need them because of an appointment or work schedule. You should always include your personal care assistant’s schedule with your schedule, and check it on a regular basis with each other.

In addition, keep in mind that a personal care assistant may need a day off. Ask them to let you know as much in advance as possible. You may be able to ask one of your other personal care assistants to fill in. Make sure you keep track of this on your schedule and it’s recorded properly in the timesheets. Remember, each of your personal care assistants can not work more than 25.75 hours per week unless you carry Workers Compensation insurance. This includes even the time they need to fill in for someone else’s schedule.

Depending on the number of personal care assistants you schedule to work for you each week, it might be useful to develop a written schedule of who is working on each day and give it to each person that works for you. That way there isn’t any confusion, or you don’t forget to tell everyone the times they will be working.

While scheduling may seem relatively easy to do, it can become overwhelming if there are a number of changes to your regular schedule. The more organized you are, the less possibilities there are for problems to occur. A good back-up plan is also important. We will discuss this in a separate tip sheet.
# Personal Care Assistant Schedule

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Miscellaneous Notes:

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BACK-UP PLAN

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Getting Started
When you begin hiring personal care assistants, you should keep in mind that you need to have a plan for who may be able to work for you in case your regular personal care assistant cannot be there. It is possible that you find out on short notice because your personal care assistant is sick or has some kind of emergency. This can be extremely difficult. Hopefully you will have enough notice so it’s easier to find someone to cover for your regular personal care assistant, but a good back-up plan is important regardless of the amount of notice you have. It is also a requirement for being on a Waiver program. This tip sheet will help you design a back-up plan that works for you.

Designing a Back-Up Plan
A good back-up plan is based on your individual needs. This means there can be many ways to do a plan because it’s based on your needs and wants. There are, however, some overall suggestions to keep in mind:

- It is helpful to hire enough personal care assistants, so they can work for each other when someone else is not able to work;
- When you interview for new assistants ask if they are willing to work as a back-up, and if so when are they available outside of their regular schedule;
Designing a Back-up Plan
Continued

☑ Keep in mind that unless you have Worker’s Compensation Insurance, your personal care assistants can not work more than 25.75 hours per week even if you need them to work additional hours because someone has called out;

☑ You can specifically hire people to be on your back-up list. This is usually someone on your natural support list (friend or family member, other than a spouse), but it can be someone you would like to hire but don’t have regular hours for.

Having a well thought out back-up plan is an important part of hiring personal care assistants, and to keeping you safe.

Tip
Being flexible in how you plan your schedule is important for you physically and emotionally. Worrying about it is not enough, take action and ask for support if you’re not sure what to do!
Communication Skills
COMMUNICATION SKILLS

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Getting Started
Good communication is required in order for you and your personal care assistant to have a positive working relationship. In order to do this, however, you should be familiar with your own personality and expectations. This will help to create a positive relationship right from the start. This should also include knowing how to maintain boundaries and how to give constructive criticism when necessary. In order to do all this, you must know yourself and build upon your own communication skills. This tip sheet will give you information you need to be an employer that communicates well with all of their personal care assistants, treating everyone equal, and building upon individual skills.

Understanding Your Personality
Being an effective employer begins with having a clear understanding of your personality. We each have our own style of doing things. Once you have an understanding of who you are, you can also adjust your personality to develop a positive relationship with your personal care assistant. An employer that works well with their employees is assertive. This means you are comfortable with your own values, but you are also open to feedback. You also know when to be assertive, and when not to be. This takes practice, and will become easier over time. Being honest with your feelings is most important. Become familiar with the ways your personal care assistants learn so you can maximize their skills.
Communicating Your Needs
The relationship between you and your personal care assistant is a unique one. The relationship you have is a very personal one due to the tasks they support you with. It can become complicated at times, which is why it is important you maintain boundaries and provide feedback as needed. Having a positive working relationship is possible with communication.

Since the employer–employee relationship is so unique between you and your personal care assistant, maintaining boundaries is difficult when a situation occurs. There are steps you can take to work through a difficult situation. These steps include the following:

- Discuss the behavior you find unacceptable;
- Ask your personal care assistant to change her behavior;
- Explain what will happen if the behavior does not change;
- If the behavior continues, remind your personal care assistant what will happen if the behavior continues;
- If your personal care assistant does not change, follow through on what you said will occur.

These steps can be difficult, especially if you are new to hiring employees. It’s okay to ask for help, and practice what you will say with someone you feel comfortable with. If you are planning on giving feedback, make sure it is a good time for both you and your personal care assistant. Also make sure you have enough time to discuss the behavior. Your personal care assistant should also have an opportunity to give feedback. The most important thing to remember is to stay calm throughout the conversation.

Remember, the more you communicate with your employee, the better your relationship will be.
How to Respond to Communication Challenges

Being clear will help you develop a positive working relationship with your personal care assistants. At times we may take for granted that a personal care assistant will understand what we want and need without being clear.

**Challenge 1 – Listen more carefully and responsively.**
If you listen to someone else and acknowledge what they are saying, they will be more willing to listen to you, even if you disagree. This will go a long way towards resolving issues before they become conflicts. Here is an example of a common situation that may occur with a personal care assistant:

**Situation:** Your personal care assistant comes into work 45 minutes late for the fifth time, saying that he was held up in traffic. This occurred all within the last two weeks, and it is making it difficult to complete the tasks and personal care you need for that evening.

**Negative Response:** You are late now for the fifth time in the last two weeks, and I am not getting done what needs to get done. You need to leave earlier so you will be here on time from now on. If you know there is already traffic that time of day, you need to plan better. You really need to start being on time from now on. Okay?

**Positive Response:** It sounds like it is difficult for you to balance all you need to do before you come to work. When there is traffic, it affects your ability to get here on time. However, this also affects what I need to complete before you leave for the evening, and does not provide me with enough time for the things that are important to my day-to-day life. I understand your pressure for time, but is there a way we can work this out so that I can also receive the support I need, as well as what you may need?

Being able to acknowledge each other’s feelings will help resolve future situations.

**Challenge 2 – Explain the intent of your conversation and welcome consent.**
The more you involve the other person prior to beginning a conversation, the more willing they may be to spend time talking with you. Many people prefer to know that a conversation needs to occur on a particular topic, rather than having it sprung on them. Here is an example of how to state your intent and invite consent:
How to Respond to Communication Challenges Continued

**Positive Statement:** “Hi Mary, I would like to talk to you about your scheduled hours to work this month, and make sure this works for both of us. Do you have a few minutes now before we become too involved in the work we need to complete today?”

This type of statement addresses several areas that are important to positive communication between you and your personal care assistant:

- It gives your personal care assistant the opportunity to agree to or decline communication, making him or her feel more invested in a conversation.
- It provides the personal care assistant with information about the topic of conversation.
- It enables your personal care assistant to prepare for the conversation, especially if it is an emotional topic.
- It informs the personal care assistant about what his or her role is in the conversation.

**Challenge 3 – Express yourself more clearly and completely.**

Sharing what you are feeling and thinking with your personal care assistant will enable them to become more involved in a conversation and to gain a better understanding of a topic. Using “I” statements is very important.

**Challenge 4 – Translate your (and other people’s) complaints and criticisms into specific requests, and explain your requests.**

It is important to use detailed action-oriented and positive statements, rather than general statements. The clearer you are in what you say or request, the more likely a response will have a positive outcome. Here are some examples of a response that is too general, and a response that will provide you with a better outcome.

**Generalized Statement:** “The refrigerator is full of food that has gone bad, and it’s difficult for me to fit any more food on the shelves right now until it’s cleaned out.”

**Positive Request:** “From what I can see, there is a lot of food in the refrigerator that needs to be cleaned out. Before we can go shopping, this would be a good time for us to clean it out. Would you please help me clean it out now?”

As you can see from the two statements above, the first sentence is not giving the personal care assistant any direction. The next statement clearly states a request,
How to Respond to Communication Challenges Continued

and when it should be completed. Giving clear requests will result in more tasks being completed as needed. In addition, by not being detailed with your request, you open up the possibility to a future conflict. For example, if the refrigerator in the example is not cleaned out and there is no room to store the food from your groceries this could create an argument. Avoid any negative issues, and be direct with your requests.

Challenge 5 – Ask open-ended questions.
Asking open-ended questions creates more of an opportunity for a detailed response, instead of the typical yes / no response. The more dialogue in a conversation, the more likely it is that something will be understood. This leads to fewer assumptions and misunderstandings, and creates a more positive interaction. Here is an example of how to ask an open-ended question rather than a yes / no question:

Yes / No Response – “Do you know how to cook?”
Open-ended Question – “What are some of your specialties that you enjoy cooking?”

The open-ended question not only tells you whether they know how to cook, but also what they enjoy cooking. This is important if you are trying to plan out a menu for your dinner times during the week, but do not know what your assistant can cook. Being able to cook, and being able to cook the things you will enjoy eating could be different.

Challenge 6 – Express appreciation often.
In our busy lives, we may take for granted all that our personal care assistants do for us on a day to day basis. It is easy to forget to say “thank you,” but those two words are so important in building a positive relationship. Appreciation also helps to build a relationship that can survive disagreements or differences. Look for things you are grateful for and express your appreciation. This helps others to see how important they are to you. Some examples of ways to say thank you may be as follows:

“I am so happy you are here. Thank you!”
“I am sure it must have been difficult coming to work this morning with the awful cold you have. Thank you for coming to work.”
“You are terrific at helping me clean my house so well. Thank you for all you do.”

A “thank you” can go a long way, and help to increase job performance. A happy Employee is a good employee!

**Challenge 7** – Improving your communication skills as a part of your every day life. The more you practice effective communication, the easier it will become. Practice makes perfect!
New employers often wonder whether it’s appropriate to be friends with an employee, and how to manage the personal relationship. Frequently asked questions based on other employers who have experience hiring and managing personal care assistants. Remember, there is no right or wrong answer to each question because everyone is different. These answers will provide you with a good starting point to help you determine what works best for you.

**Is it okay to also be friends with your personal care assistant?**

Because of the personal nature of the work a personal care assistant does, it would be unfair to think that a close relationship is not formed. There is, however, a difference between being a friend and being an employer, and it is important this is clear to both of you. Talk about it openly with your personal care assistant because more than likely it is also difficult for them to draw a line. Some employers and their personal care assistants develop an understanding that when they are friends, they are off the clock, and that both of you should be sensitive to this. At the same time, it is not appropriate to pay your personal care assistant to be your friend. When they are on the clock they need to be sensitive to the fact they are working with you.

Some employer–employee relationships may find it difficult to develop a clear set of boundaries. This is especially true if you are new to the experience of hiring and managing personal care assistants. If you are not sure how to work through this situation, ask others you may know who have similar experiences or talk through the situation with someone in your life.

**How do I handle the situation when a personal care assistant keeps saying that another assistant is “my favorite” and I don’t treat them the same?**

This can be a difficult situation, especially if the reality is that you are treating all of your assistants equally. One way to handle this is to talk with your personal care assistant about why they feel another assistant is a favorite and that they are treated differently. Also, you may want to be sure you are expressing your appreciation because they may feel that they are not appreciated. Explain that everyone that works with you is unique, and each one brings something different that you like about them – whether it is a good sense of humor, being caring, organized, fun to be around, etc. Also be careful not to create any situations where you do have “a favorite” assistant. This can create obstacles and problems for you with your other personal care assistants.
My personal care assistant thinks that since we are friends she does not have to do something she does not want to. What do I do?
It is very important that you set clear boundaries with each other from the very beginning because there is a difference between what a friend may do to help you and what an employee will do (e.g. friends do not necessarily do windows). If you ask them to do something, make sure you are clear. If they refuse, explain to them that this is part of their job as your personal care assistant. Sit down together and discuss boundaries for when they are a personal care assistant and when they are a friend.

Is it okay to give my personal care assistants gifts or tokens of appreciation?
People are always grateful when you show appreciation in some way. Some people may enjoy giving a gift to say thank you or saying how much you care, but a gift is not required. Some people may provide verbal gifts, make something specifically for the other person, send an e-card on the computer “just because” or take the other person out to dinner or somewhere fun for the day. Regardless of what you do, a thank you goes a long way.

Is it okay to go out socially with my personal care assistant? How do I handle this?
Of course there may be times you want to do something socially with your personal care assistant. You may want to discuss whether or not the social event you are attending is on the clock or off the clock. This will determine whether or not they are attending as a friend or personal care assistant.

When is it appropriate and not necessary for me to pay for meals or other social activities we do together?
If you are attending a social activity or going out to eat when the personal care assistant is on the clock and working, it is usually appropriate for you to pay for meals and social activities since they are going as part of their job. If you are both going out socially as friends and they are not on the clock, then you are not usually required to pay for any meals or social activities unless you decide you want to.
Frequently Asked Questions Concluded

Is it appropriate or necessary to provide my personal care assistants with meals and snacks?
It is not necessary that you provide your personal care assistants with meals or snacks, but it is important to be sensitive to what they may need, particularly if they are working when people typically eat lunch or dinner. If you would rather not provide them with a meal or snacks, it is a good idea to give them time for a break where they can eat or drink something. Think about how you would want to be treated if you are in their shoes. At the same time, do not let your assistant take advantage of you by eating food without your permission or if you do not offer them something. Expectations can create problems. It is also important that if you do offer a meal or snack, that you are consistent with what you decide to do. This will also help to prevent problems from occurring in the future.

Should I provide my personal care assistant with a break during their scheduled work time?
It is probably unlikely that you and your personal care assistant work consistently throughout every minute of the time they are scheduled to work with you. However, too much of a break from work can also be a problem. Make sure you set the pace and determine what tasks need to be accomplished during each shift. You should be able to accomplish what you need. If this is not occurring, it is necessary for you to address it immediately with your assistant to prevent further problems. If a personal care assistant is working a long shift, you should be aware of when a break is needed.

Connecticut Community Care, Inc. Self-Directed Support Services
The preparation of this document was financed under an agreement with the Connecticut Council on Developmental Disabilities.

Source: CT CPASS: You are the Employer: A Guide to Hiring and Managing Personal Assistant Services. Adapted and printed with permission from University of Connecticut A.J. Pappanikou Center for Excellence in Developmental Disabilities Education, Research, and Service
Evaluations
Connecticut Community Care, Inc. Self-Directed Support Services

The preparation of this document was financed under an agreement with the Connecticut Council on Developmental Disabilities.

Evaluations

Getting Started
Being an employer means that you also have to learn how to be a supervisor. This is often the area that employers like to avoid, but is most important. It is necessary that you give your personal care assistants feedback (positive and negative) on a regular basis. At some point you will most likely encounter a situation where you have to talk to your personal care assistant about something that is turning into a problem. Make sure you do so as soon as the problem occurs. This tip sheet will discuss completing an evaluation. An evaluation is an excellent tool to help you give feedback. If further disciplinary action is needed, it is critical you do so as well. We will talk about this in another tip sheet. While being an employer is difficult at times, this tip sheet will help you feel more comfortable about what you need to do.

Evaluations
An evaluation is a formal, written way to give your personal care assistants feedback on the work they are doing. This should include positive feedback, as well as areas that need improvement. Remember, not everyone is perfect, so there is always room for improvement. It is helpful to write out comments, and not just rate people by a number system. This tool is especially helpful if you are new to hiring personal care assistants. It should be completed on a regular basis at least twice per year, but quarterly is best. When you complete the evaluation, look back at previous evaluations and comment on areas that have improved or talk about areas still needing improvement. Be sure to let your personal care assistants give you feedback as well.
Conducting an Evaluation

Now that you have completed the written evaluation, it is time to discuss the evaluation with your personal care assistant. It is not useful or appropriate to give the evaluation to him/her without discussing your comments. Some additional things to consider when you conduct an evaluation are:

- **Meet in an area where there is privacy** – do not conduct an evaluation where other people can hear what is being discussed. Ask your personal care assistant if he/she is comfortable before beginning.

- **Be positive overall** – even though you will be discussing areas that need improvement, make the discussion a positive one. It is important you build on your personal care assistant’s strengths as well.

- **Be specific about the areas you are commenting on** – along with giving examples for each comment, let your personal care assistant know what will help to improve the area you are discussing. This way it is clear to them what your expectations are.

- **Listen to what your personal care assistant has to say** – you should have a discussion and come to an agreement of how to work on ways to improve together. This will help you both to feel respected.

- **Plan enough time** – there should be enough time to go through the entire evaluation. Do not leave a part of the evaluation for another time.

- **An evaluation is a great tool to encourage giving feedback** – don’t just wait for an evaluation to give feedback, give it on a regular basis. You can use the evaluation to refer back to as a way to begin a conversation.

---

**Tip**

Giving feedback is important. An evaluation is an excellent tool to discuss the positive, as well as areas that need improvement.
Evaluation Form For Personal Care Assistants

Name: Date:

Period Covered: from: to:

Type of Evaluation:

- Quarterly
- Semi-Annual

Categories:

5 – Exceptional
Outstanding achievement, above and beyond the job requirements; employee exceeds all performance expectations on a consistent basis throughout the evaluation period.

4 – Exceeds Expectations
Employee regularly works beyond most of the performance expectations for this factor; results are of consistently high quality and are achieved on a constant basis.

3 – Meets Expectations
Employee consistently meets the job requirements for this factor; employee can be depended upon, consistently attains results and is fully experienced and qualified to handle assignments.

2 – Needs Improvement
Inconsistent in meeting job requirements; improvement is needed to meet full job requirements.

1 – Unsatisfactory
Consistently falls below expectations; major improvement needed to meet basic job requirements.
Self Evaluation For Personal Care Assistants
(Attach Additional Pages If Needed)

1. Thinking about your support role and the job performance criteria in this evaluation, what are you most proud of? What do you feel you do exceptionally well?

2. Are there professional areas you feel weak in, and why? What would be helpful to further develop these skills?

3. What part of your job did you find most challenging? Why? How did you resolve it?

4. What can your employer do to help you be more effective in your work?

Additional Comments:

Employee: ___________________________ Date ________________
Employer: __________________________ Date ________________
### Goal Achievement

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<td>Uses decision making skills effectively</td>
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<td>Meets deadlines</td>
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### Job Abilities and Overall Performance

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<td>Demonstrates knowledge and skills required to</td>
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<td>successfully accomplish all job requirements.</td>
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<td><strong>Quality of Work</strong></td>
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<td>Work is consistent, organized, accurate, and of</td>
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<td>superior quality</td>
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<td><strong>Quantity of Work</strong></td>
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<td>Able to produce a high volume of assigned work without sacrificing consistency of output.</td>
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<td><strong>Creativity, Flexibility and Initiative</strong></td>
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<td>Contributes new ideas; finds new and better methods; adapts to changing needs and processes; self-directed in completing assignments.</td>
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<td>Uses a logical, rational approach to solving problems; seeks additional information when necessary; makes timely, appropriate responses.</td>
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<td>Meets deadlines; able to perform a variety of tasks within the scope of the job.</td>
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<td><strong>Communication</strong></td>
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<td>Able to express and receive ideas effectively; shares appropriate information; possesses effective listening and meeting skills; asks questions when unsure about assigned tasks.</td>
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<td><strong>Cooperation and Commitment</strong></td>
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<td>Supports employer’s goals and endeavors; builds and maintains relationships needed to effectively address work problems and opportunities; works to resolve conflicts; willingly accepts assigned tasks.</td>
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<td><strong>Reliability</strong></td>
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<td>Can be depended upon to be at work on time and as scheduled; fulfills position responsibilities; reports changes to supervisor promptly; meets deadlines.</td>
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<th>Overall Score</th>
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<td>Total, Goal Achievement Section (3 criteria)</td>
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<tr>
<td>Total, Job Abilities and Overall Performance Section (9 criteria)</td>
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<td>AVERAGE ALL SCORES</td>
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Employee Comments (attach additional sheets if needed)

Employee: ___________________________ Date ______________

Employer: ___________________________ Date ______________

Signature by employee acknowledges meeting with supervisor has occurred, and does not necessarily indicate agreement with this assessment.

Connecticut Community Care, Inc. Self-Directed Support Services

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Disciplinary Action & Termination
DISCIPLINARY ACTION

Connecticut Community Care, Inc. Self-Directed Support Services
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Getting Started
There may be times when disciplinary action is needed. When someone is hired, the hope is that there will not be problems that occur with your personal care assistant. But the reality is that no one is perfect, and problems can occur. Some disciplinary issues that can occur may include the following:

- **Attendance** – this may include coming to work late, calling out of work often, or leaving work without permission.
- **Poor Performance** – not completing the work assigned or not meeting the requirements of the job. This may include leaving things messy or not doing something, but saying it was completed.
- **Misconduct** – stealing, lying, falsifying documents, or putting your health or safety at risk.
- **Behavior Problems** – disrespecting or yelling, possession of drugs or alcohol and intoxication, carelessness or falling asleep at work.

Responding to Disciplinary Issues
When disciplinary issues occur, it is necessary to address the issue right after it happens. Do not wait because the issue may continue and could get worse. If your health or safety is at risk immediate action must occur. Take the following steps to avoid further problems:

- **Verify the information to be sure it's correct** – be sure you are clear about the issue before talking to your personal care assistant.
- **Write everything down** – it is important you write down what occurred during the meeting, especially regarding any decisions made.
- **Discuss in detail what steps are needed to correct the problem** – both you and your personal care assistant should be clear on the steps. Depending on the issue, it could be termination.
Taking Formal Action
If formal disciplinary action needs to occur, document the steps needed to correct the problem. Documentation of the process taken to correct the problem will be required, especially if termination occurs. The steps you should take for formal action of a disciplinary issue are as follows:

✔️ Talk to your personal care assistant – discuss what the issue is, and what they must do to resolve the issue. For example, if your personal care assistant has been late to work often, the issue will be resolved by coming to work on time.

✔️ Written Warning – should occur if you discussed the issue and what needs to occur, and the problem is still occurring. State that further disciplinary action will occur if the problem is not corrected. This should go into their employee file, and shows proof you tried to work out the problem. This is helpful if termination occurs.

✔️ Ask your personal care assistant to discuss what will help to resolve the issue – this shows you are willing to listen to him/her and help to resolve the issue. If he/she does not want to discuss it, put this in their file as well.

✔️ Take final disciplinary action – once you have completed all the steps needed, and the issue continues. Take action on what you said you would do in the written warning. Often times it call for termination. Make sure you follow the same process for all your personal care assistants.

Keep in mind that if the issue is severe enough that it affects your health and safety, you may immediately terminate your personal care assistant and also contact the police if required. Just be sure you document in detail what occurred and why immediate action was needed.

Tip
As an employer, you are responsible for resolving any disciplinary issues. Be sure to document the steps you took in trying to resolve the issue.
GETTING STARTED

You will face termination of employment with each of your personal care assistants at some point in time. Usually it is voluntary because changes have occurred, and working for you is no longer possible. It is also possible, that you may need to terminate employment for one of your personal care assistants involuntarily. Either way, it can be emotional, but when it’s involuntary you also need to focus on doing specific things to avoid problems down the road. This is especially important if unemployment compensation is involved. This tip sheet will provide you with information you need to think about during the termination process.

INVOLUNTARY TERMINATION OF EMPLOYMENT

While every employer hopes they will never have a situation where they need to terminate employment involuntarily for one of their personal care assistants, it can happen. There are three common reasons why this may occur: poor job performance, change in need of your personal care assistant, or your health or safety is at risk. Unless you are at risk or a criminal action has occurred, do not act immediately. Make sure you have the documentation you need before proceeding, and keep it confidential. It is also helpful to keep the following other tips in mind:

- Explain in detail why your personal care assistant can no longer work with you;
- Give an end date (usually two weeks) and state it’s final;
- Offer to help locate another job by giving a reference or suggesting possible jobs; and
- Do not argue, and make sure you are in a safe situation.
Unemployment Issues

There may be situations where you are contacted by the Department of Labor regarding unemployment benefits for your personal care assistant. This will most likely occur if termination of employment was involuntary. If you are contacted, it is important you have as much documentation as possible. Termination as it applies to unemployment benefits is broken down into three categories:

- **Voluntary Quit** – is when your personal care assistant leaves on their own and not because of anything you did. You do not have to pay unemployment.

- **Discharge** – You do not have to pay unemployment if the reason for discharge was “willful misconduct”. Willful misconduct includes disregard of your best interest, or a single violation of "a reasonable and uniformly enforced rule" made by you and your personal care assistant. It is extremely important you have good documentation. This includes written warnings.

- **Additional Reasons** – This is when a final determination is made by the Department of Labor about whether unemployment benefits are granted. This is where documentation will be requested. It is likely that without documentation, you will be required to pay unemployment benefits.

When you are required to pay benefits, this may affect the hourly rate you can pay your personal care assistants since your unemployment rate will most likely go up. This will impact on the Medicaid rate assigned for each Waiver program, requiring you to pay a lower hourly rate. It is important you are aware this does occur, so you can explain this to your other employees.

Documentation is critical to prove why you terminated employment of your personal care assistant, especially when it is involuntary.
Managing Stress
MANAGING STRESS

Connecticut Community Care, Inc. Self-Directed Support Services

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**Getting Started**

We all have times in our lives when we experience stress. Usually it’s when you have changes in your life. These changes can be positive or negative, but change itself can create stress. Moving to a new home or even hiring personal care assistants can create stress. When you are stressed, you may react physically and/or emotionally in ways you normally would not. You may withdraw or become “snappy.” Recognize the stress you are under, and develop ways to manage your stress before it becomes a serious issue. It may not be possible to avoid the stress, but how you handle the it is critical to your health and well-being. This tip sheet will help you identify stress. It will give you tips in helping you and/or your personal care assistant manage stress and prevent burnout.

![Sad Face](image)

**Work and Stress**

Although stress can come from a variety of areas in your life, work can be affected. This is especially important for you to understand about your personal care assistants. There are ways to identify someone under stress. They are as follows:

- **They are easily distracted** – this includes forgetting to do things they normally do or not completing something as needed.
- **Overall job performance goes down** – decision-making becomes a problem, there are frequent absences, thinking is overwhelming and negative, and their interactions with you are also negative.
- **Health becomes affected** – this includes being sick a lot, which slows them down from working at a normal rate or keeps them out of work.
Managing Stress

As mentioned previously, stress is a normal part of everyone's life at some point in time. Being able to recognize it before it leads to further issues is important. We all have a “bad day” every now and then, which is often caused by stress. Don’t let a “bad day” become longer. If it does, this can lead to burnout. Burnout occurs when someone is stressed for a period of time. This can affect the person’s health physically or mentally. The person will begin to lose interest in the things they enjoy doing. Some other signs of burnout include:

☑ Feeling like you don’t have control of the activities in your life;
☑ Feeling negative about everything;
☑ Wanting to detach from others in your life, and struggle with current relationships; and
☑ Loss of energy or purpose.

If you or your personal care assistant has signs of stress and burnout, talk about it. You should deal with the problem immediately before it becomes worse. See if there are things you can do to help reduce some stress. However, keep in mind your other personal care assistants should not have to pick-up the work that is not getting done. You should also not have to sacrifice your own well being. Find a balance that will meet both of your needs. It is also important to maintain a healthy lifestyle (eat a well balanced diet, exercise regularly, get proper sleep and limit caffeine and alcohol intake).

If you do not address this immediately, the situation between you and your personal care assistant will get worse. This will lead to communication issues, and ultimately lead to termination of employment for your personal care assistant. The best thing you can do as an employer is to address the issue. Being aware and responsive is critical.

Don’t let stress lead to burnout. A good employer recognizes the symptoms and addresses the issues before it's too late for you or your personal care assistant.
Planning For Emergencies
Getting Started

Many people don’t really plan for emergencies. The reality, however, is you will most likely have an experience either yourself or with someone else you know at some point in your life. Being prepared ahead of time will help you during an actual emergency.

There are different kinds of emergencies that can occur. The most common type of emergency that people think of is a personal health or fire emergency where you need to call 911. An emergency may also involve a number of people, such as a disaster. This could be a hurricane, floods or blizzards more common in New England. This tip sheet will give you information you need to plan for a variety of emergencies.

What Do I Need to Do?

When we think about emergencies, we generally don’t think about how quickly someone responding to your situation may need to assess the situation and work with you to help you through the emergency. If you become familiar with the people responding to emergencies in your community, and let them know your needs before an emergency, this will help them respond to your needs as much as possible. You can do this through a variety of ways:

- **Complete an Emergency 911 Form** that is sent to dispatch when 911 is called from your home alerting them of your type of disability;

- **Contact your local police or fire department** to ask them how additional information about your specific disability needs can be entered into their 911 system;
What Do I Need to Do? Continued

☑ Ask the town or city you live in if they have an emergency registry for people with disabilities or older adults with specific needs;

☑ Put the letters ICE in your cell phone followed by a phone number to represent who you want to be your emergency contact;

☑ Complete a File of Life and place on your refrigerator, as well as carry another form with you at all times;

☑ Complete a Disability Specific Disaster Preparedness Inventory Form and put this information with your File of Life;

☑ Develop an Evacuation Kit for you, your personal care assistant (optional), and your pets/service animal with items needed for the first 72 hours;

☑ Have medication in your Evacuation Kit for as long as possible – usually at least a week (talk to your doctor about this if needed);

☑ Have a Personal Emergency Plan in place and practice with the people who provide support to you (personal care assistant, family, friend and/or neighbor). Your plan should include the following:
  - Know your plan at home, work and in the community;
  - Evaluate your functional capabilities and limitations in various emergencies that may occur;
  - What support networks are available to you? Who can you contact? What support can they provide?;
  - Practice and review with support networks on a regular basis – supports change over time and it’s important you are prepared;
  - Tell support networks your needs and how to use equipment if they are not familiar already.
How to Alert 9-1-1 to Your Special Needs

You should complete this form if you want your police department, fire department, ambulance, or other emergency response agencies to know about medical conditions or disabilities when you call 9-1-1 in an emergency.

When you call 9-1-1 from a wireline phone, Connecticut’s 9-1-1 emergency telephone service displays your name, address, and telephone number at your local 9-1-1 answering point. (A wireline phone is a phone that has a wire from a telephone pole to your home.) Filling out this form will alert the 9-1-1 operator that you or someone else living in your household has a medical condition or disability. This information helps the 9-1-1 operator to provide appropriate emergency help.

If you want the 9-1-1 operator and emergency response staff, (that is the police department, fire department, or emergency medical staff) to know that you or someone else living in your household has a medical condition or disability, fill out this form. This information will be displayed at the 9-1-1 answering point only when you call 9-1-1.

This service is not available for cell or internet phones.

The information that you provide will be put into the 9-1-1 system and will stay there until you request that it be changed or removed or your account is closed. It is your responsibility to notify us when there is a change in the condition described on this form. When there is a change, send us an updated form.

When filling out this form, be sure to:

1. Provide your name, address, and telephone number.
2. Check the box or boxes which apply.
3. Sign and date the form,

Mail this form to SBC at this address:

AT&T
Enhanced 9-1-1 DMS Group
310 Orange St., 2nd Floor
New Haven, CT 06510

(Rev. 6/2005)
How to Alert 9-1-1 to Your Special Needs

Telephone Number (include area code) ________________________________

Name ________________________________

Address __________________________________________

Town/City __________________________________________

Check all the boxes that apply.

☐ B Blind – Someone at this location is blind or visually impaired.

☐ COG Cognitive Impairment – Someone at this location has a cognitive impairment.

☐ H/D Hard of Hearing / Deaf – Someone at this location is hard of hearing or deaf.

☐ LSS Life Support System - Someone residing at this location is physically linked to equipment required to sustain his or her life.

☐ MI Mobility Impaired - Someone residing at this location is bedridden, uses a wheelchair, or has a mobility impairment.

☐ PI Psychiatric Impairment – Someone at this location has a psychiatric impairment.

☐ SI Speech Impairment – Someone at this location has a speech impairment.

☐ TDD Telecommunications Device for the Deaf – Someone at this location may be using a TDD/TTY.

☐ Please remove any existing indicators presently being displayed.

☐ Please change existing indicators to the ones above.

By completing this form, I understand that I am responsible to notify AT&T of any changes with regard to the above information. I further agree that I will indemnify, defend, and hold harmless AT&T, the State of Connecticut, the Public Safety Answering Point, and my municipality from and against any and all claims, suits, and proceedings resulting from or arising out of the provision of this information.

I understand that this information will remain as part of my 9-1-1 record until such time as I notify AT&T to either change or delete it.

X __________________________________________

Signature Date
American Medical Alarms sponsors the Vial of Life Program.

Please cut out the two Vial of Life pictures below. Fill out the Vial of Life form and put it behind one cut out in a plastic bag and tape the bag to the front of your refrigerator. Then put the second cut out in a bag and tape it on the outside of your front door. Be sure to amend the information on your Vial of Life form as your medications and or medical information changes. You can print new forms anytime you need them by visiting our website:

www.americanmedicalalarms.com

Thank you!

American Medical Alarms
**VIAL OF LIFE**

**DATE COMPLETED:________________________**

**EMERGENCY MEDICAL INFORMATION - FOR RESCUE SQUAD**

Sponsored by American Medical Alarms, Inc. - Phone Toll Free (800) 542-0438

<table>
<thead>
<tr>
<th>FIRST NAME</th>
<th>INITIAL</th>
<th>LAST NAME</th>
<th>SOCIAL SECURITY NUMBER</th>
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<th>STREET</th>
<th>CITY</th>
<th>STATE</th>
<th>ZIP</th>
<th>TELEPHONE</th>
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<tr>
<th>DATE OF BIRTH</th>
<th>MALE/FEMALE</th>
<th>HEIGHT</th>
<th>WEIGHT</th>
<th>HAIR COLOR</th>
<th>EYE COLOR</th>
<th>BLOOD TYPE</th>
<th>RELIGION</th>
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<tr>
<th>IF PACEMAKER, MODEL #</th>
<th>DEFIBRILATOR, MODEL #</th>
<th>HEARING AID</th>
<th>DEAF</th>
<th>DENTURES</th>
<th>UNABLE TO SPEAK</th>
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<tr>
<th>VISION</th>
<th>GLASSES</th>
<th>CONTACTS</th>
<th>BLIND</th>
<th>ARTIFICIAL EYE</th>
<th>NATIVE LANGUAGE IF NOT ENGLISH</th>
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| IDENTIFYING MARKS: |
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<tr>
<th>CIRCLE CONDITIONS YOU HAVE BEEN TREATED FOR IN THE PAST</th>
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<tr>
<td>AIDS</td>
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<td>ANEMIA</td>
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<td>ARTHRITIS</td>
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<td>ASTHMA</td>
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<tr>
<th>CURRENTLY BEING TREATED FOR?</th>
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<tr>
<td>CURRENT MEDICATIONS/DOSAGE/FREQUENCY/LOCATED</td>
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<tr>
<td>![Medication List]</td>
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<tr>
<th>NAME OF DOCTOR</th>
<th>TELEPHONE NUMBER</th>
<th>NAME OF DOCTOR</th>
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<tr>
<th>ALLERGIES TO MEDICATIONS</th>
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<tr>
<th>LAST HOSPITALIZATION</th>
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<td>HOSPITAL LOCATION</td>
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<th>LIVING WILL</th>
<th>ORGAN DONER</th>
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<th>MEDICAL COVERAGE</th>
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<tr>
<td>BLUE CROSS #</td>
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<td>MEDICAID #</td>
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<p>| IN CASE OF EMERGENCY - NOTIFY |</p>
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<tr>
<th>RELATIONSHIP</th>
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<tr>
<td>STREET ADDRESS</td>
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<td>![Address Info]</td>
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PLACE ON FRONT OF REFRIGERATOR AND UPDATE AS NEEDED
Disability Specific Disaster Preparedness Inventory

This inventory is designed to be used with the free vial of life program form located at www.VialofLife.com. Please complete that form first, then answer these questions and put both in a highly visible location such as a refrigerator or front door, so that it may be used in the event of an emergency.

What is your primary diagnosis?
For example: Cerebral Palsy, Muscular Dystrophy

Do you have any secondary diagnosis(s) that emergency personnel need to be aware of such as epilepsy?
□ Yes □ No
If yes, please explain:

Do you utilize Personal Assistance?
□ Yes □ No
In the event that you do, please enter the following information:

<table>
<thead>
<tr>
<th>Activity (Dressing, Bathing etc.)</th>
<th>Time Normally Started</th>
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<tbody>
<tr>
<td>1.)</td>
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<td>2.)</td>
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<tr>
<td>3.)</td>
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Is there any adaptive equipment or technique you use in order to avoid getting hurt?

Do you have a disability specific doctor or hospital?
□ Yes □ No  If yes, Doctor: Hospital:

Do you have anyone in your life that helps you make choices?
□ Yes □ No  If yes, what is this person’s name, address and telephone number? Is this person your Personal Care Assistant, parent or other relative? Please enter this information below:

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Who is this Person?</th>
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Disaster Preparedness Inventory (Continued)

Do you require an accessible shelter? □ Yes □ No

Do you require Assistive technology and/or Medical Equipment?
□ Yes □ No

If yes, please indicate what you use, where it is in your home, and if it requires electricity.

<table>
<thead>
<tr>
<th>Name of Equipment</th>
<th>Location in Home</th>
<th>Electricity needed?</th>
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<tr>
<td></td>
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<td>□ Yes □ No</td>
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<td>□ Yes □ No</td>
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</table>

Once you get to a shelter, will you need a sign language interpreter or other aide to help you communicate?
□ Yes □ No

If yes, please list:

Do you have a Service Animal? (Do not include pets here as they may be unable to come with you)
□ Yes

Please write their name and species, i.e. Dog, Cat, Bird, Monkey.

□ No

Is there any medication that you currently take that would be life-threatening to you if you did not have access to it temporarily?

<table>
<thead>
<tr>
<th>Name of Medication</th>
<th>Purpose</th>
<th>Dosage</th>
<th>Frequency</th>
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If you were unable to return home, would you express a desire to return to a community or institutional setting?
□ Community □ Institution

What features do you currently have in your home or apartment that you would need wherever you lived after the disaster? (Check all that apply)
□ Sure hands or Equivalent □ Grab Bars □ Ramp
□ Environmental Control Unit □ Other (Please Specify):

Is there anything else that you would need in the shelter or after the disaster that is not covered here?
□ Yes (If yes, please specify):
□ No
Preventing Abuse & Neglect
Preventing Abuse & Neglect

Getting Started
Building a trust between you and your personal care assistants is important, but make sure you are prepared in case issues occur. This may include stealing, risk to your physical safety, abuse or neglect. Look for signs from your personal care assistants at all times. These are known as “red flags.” If you see signs that are issues affecting your health and safety, get help immediately to address them.

This tip sheet will help you prevent issues from occurring and help you identify a serious problem. It will also provide you with resources should you have concerns of abuse or neglect.

Prevention
Preventing abuse and neglect includes being able to see “red flags” that cause you to feel uncomfortable. Examples of “red flags” can include:

☑️ Your personal care assistant says that she will take you to one particular store because then she can do her own personal shopping;

☑️ Your personal care assistant tells you that he does not want to cook dinner and that you should buy dinner instead (for both of you);

☑️ Your personal care assistant says she’s completed a task, but you later find out she didn’t.

If “red flags” are not addressed, these issues can become more serious and become safety issues at some point.
Abuse & Neglect
If issues between you and your personal care assistant are becoming more and more serious that you start to feel uncomfortable being around him/her, talk to someone about it. If you feel your health and safety is at risk, this may be a sign of abuse or neglect. Abuse and neglect can occur in a variety of ways. The definition of abuse and neglect is as follows:

**Abuse** – "the willful infliction by a caregiver of physical pain or injury or the willful deprivation of services necessary to the physical and mental health and safety of an individual. The term also includes the use of offensive language or acts to provoke or upset an individual or subject him or her to humiliation or ridicule. Willful means the intentional acts or omissions, or the reckless disregard for the safety and consequences of one's acts or omissions."

**Neglect** – "the failure by a caregiver through action or inaction to provide an individual with the services necessary to maintain his or her physical and mental health and safety."

If you feel you are being abused or neglected, call the police or tell someone immediately and report it:

- Anyone who is 17 years old or younger, contact the Department of Children and Families: 1-800-842-2288;
- Adults between 18 and 59 years of age who have an intellectual disability and receive services through the Department of Developmental Services (DDS), contact The Office of Protection and Advocacy: 860-297-4300 and your DDS case manager; and
- Anyone 60 years old or older, contact the Department of Social Services at 1-888-385-4225.

Tell someone immediately if you feel your personal care assistant is abusing or neglecting you.

Examples of Abuse and Neglect

Hopefully you will never experience abuse or neglect from a personal care assistant. But it is still important you are prepared. Here are some examples of abuse and neglect:

- You ask your personal care assistant to help you eat breakfast and she refuses, saying she does not want to do this for you.
- You ask your personal care assistant to help you get dressed and he shuts at you saying you should be grateful he is there at all.
- Your personal care assistant leaves you in the shower without the support you need, and goes to make a personal phone call.
- Your personal care assistant tells you to wait to go to the bathroom until she is “ready” to assist you, or when she is done with her personal call.
- You have a heating pad on you and your personal care assistant leaves to go outside and smoke a cigarette or do a personal errand. This causes you to burn your skin.
- An accident occurs and you fall out of the lift you use to transfer. Your personal care assistant does not address the accident appropriately.
- You have a pressure sore on your back from your wheelchair. Your personal care assistant forgets to change the dressing daily.

Connecticut Community Care, Inc. Self-Directed Support Services

The preparation of this document was financed under an agreement with the Connecticut Council on Developmental Disabilities.

Source: CT CPASS: You are the Employer: A Guide to Hiring and Managing Personal Assistant Services. Adapted and printed with permission from University of Connecticut A.J. Pappanikou Center for Excellence in Developmental Disabilities Education, Research, and Service
Ways To Prevent Abuse and Neglect

This list provides you with things you can do to help prevent safety issues that can lead to abuse or neglect:

- If you do not feel comfortable for whatever reason with one of your personal care assistants, talk about this **immediately** with someone you trust.

- If a personal care assistant is not supporting you in the way you want, communicate with him or her. If nothing changes or if you continue to be uncomfortable with the person, do something about this immediately. **Your safety is important!**

- Always have a back-up plan to get the help you need should a problem arise with one of my personal care assistants. Generally this can include assistance for a short period from other support professionals, and from unpaid supports in your life.

- Never leave anything valuable lying around. Store valuables in a safe place.

- Do not leave money, checkbooks, or credit cards out. Keep them in a drawer where only you know they are located, or keep them locked up if you do not need access to them very often.

- Do not provide keys to your house unless it is absolutely necessary. Give keys to a natural or personal support person in your life, such as a relative, or to people you know well and feel comfortable with. Consider getting an external key box such as realtors use that is accessed by a code or combination; this way, you can change it periodically.

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**Connecticut Community Care, Inc. Self-Directed Support Services**

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**Source:** _CT CPASS: You are the Employer: A Guide to Hiring and Managing Personal Assistant Services_. Adapted and printed with permission from University of Connecticut A.J. Pappanikou Center for Excellence in Developmental Disabilities Education, Research, and Service
Circle of Support
Getting Started
Having relationships and support from others in making decisions or guiding our lives is important to everyone’s life. Sometimes these supports come naturally, and other times there is a need to build a network of people who can play a part in different ways in your life. When we think of networking, we may see this as a tool to getting a job. But networking with others is a way to learn about your goals in life in order to accomplish them. For example, network with someone who has accomplished a similar goal or knows a lot about the area you want to learn more about. This could include talking to someone who hires their own personal care assistants or lives in the community.

This tip sheet will focus on another way to build upon the relationships around you to accomplish goals in your life. This is known as a Circle of Support. This tip sheet will give you information about what is a Circle, as well as the steps used to form and maintain a Circle of Support.

What Is a Circle of Support?
A Circle of Support is a group of people who you invite to come together to give you guidance and support and to help you plan for your future. This group should include people you feel comfortable with, and who you see as an important part of your life in helping you to reach your goals. They may also be willing to take action with you in fulfilling the goals you set in your life. Some members of your Circle of Support may include:

- Close or extended family
- Friends you have known for a long time or might have just met
- Outsiders who were identified by other Circle members who can help you accomplish your goals.

All members are not paid, and are there because they want to help you in accomplishing your goals.
Steps to Creating a Circle
So now that you know you want to create a Circle of Support, there are different steps you should take in order to form your initial Circle and have your first meeting. These steps include:

- **Decide who to invite.** Invite people who are willing to participate voluntarily in your life to help you reach your goals. They must be open to working with you on change. Members may include: family, friends, neighbors, members of a club you belong to or other community members.

- **Obtain Facilitators.** It is helpful to have two facilitators – one to lead the discussion and one to take notes of what occurs.

- **Schedule meeting time and location.** Your Circle should be held in a location you are comfortable in. This can be your home or someone else’s home, or somewhere in your community. It is a good idea to have refreshments, and make it comfortable and fun for everyone.

- **Send out invitations.** Include the purpose of the meeting, and have an RSVP date.

- **Develop an agenda for the Circle meeting with one of the facilitators.** The agenda for the first Circle meeting should discuss what a Circle is, and a general discussion of why you chose to have a Circle. Other agenda items to consider include:
  - **Introductions of Circle members.** How do they know you, and for how long.
  - **Review of your current life as it is today.** This is helpful for everyone to know the same thing.
  - **Clarify goals for the future.** Include obstacles and opportunities.
  - **Set priorities, and develop new goals as needed.** Your goals will change over time.
  - **Record discussion, including obstacles and opportunities.** Always keep a record for Circle members to see and refer to.
  - **Develop an action plan.** This should include who will do what prior to the next meeting in helping to achieve goals.

A Circle of Support is a great way to build relationships, and further opportunities in your life. You may make a new friend, or accomplish a dream you have.
CT Tech Act Project’s Mission:
Increasing independence and improving the lives of individuals with disabilities through increased access to Assistive Technology for work, school and community living.

What is Assistive Technology?
AT is any item or piece of equipment that is used to increase, maintain or improve the functional capabilities of individuals with disabilities in all aspects of life, including at school, at work, at home and in the community.

Assistive Technology Categories:
Here are some examples of AT devices that fall under each AT Category.

Communication: communication board with words or pictures, device with voice output, eye gaze systems

Mobility: Walkers, Adapted vehicles, manual wheelchairs, power wheelchairs or scooters

Vision: Magnifiers, large print, Computer screen magnification software, Braille printer

Hearing: Closed Captioning, using pen and paper, TTY, telephone with amplifier, FM System, Hearing Aids

Activities of Daily Living: Adaptive eating utensils or equipment for cooking, grab bars, non-slip materials, adaptive equipment for bathing and dressing, environmental control units, switch operated appliances, electronic door openers

Positioning & Seating: alternative or adaptive chair, non-slip material, custom fitted wheelchair inserts

Recreation: adapted toys, adaptive sports equipment, arm supports for drawing or painting, computer games, and specialized computer software

CT Tech Act (CTTAP) Programs include:

AT Exchange
Access the classifieds online to find new and used Assistive Technology devices for sale or for free.
Log onto www.getATstuff.com to search our listings or to post an AT device that you no longer use or need.

You don’t have to have a computer to find out what AT devices are on the AT Exchange, just call CTTAP and we’ll mail you the listing or post your item for you.

**AT Loan**
Depending on the Assistive Technology device or services that you need, costs can be very low or very high. You may be able to use private insurance or public programs like Medicaid, Vocational Rehabilitation or turn to community agencies for funding. If none of these options are available to you, you may have to pay out of pocket.

The CTTAP offers a low-interest loan specifically for the purchase of AT devices or services, to individuals who qualify. Contact us for more information on the AT loan.

**Computer Loan Program for schools**
The Computer Loan Program is operated out of Southern Connecticut State University’s (SCSU) Center for Adaptive Technology.

**Who is eligible?**
Any Connecticut School who is interested in borrowing a laptop, a Mac or a tablet pc may apply.

**Why borrow a laptop?**
We want to help students with disabilities get the right Assistive Technology and adaptive software and we want to help schools maximize their funds. Any Connecticut School can borrow a laptop for a student with a disability for the purpose of evaluations, to replace a student’s computer while theirs is on order or away for repairs, or to allow a student to try a specific software program, before the school purchases it.

**How long can a school borrow a laptop?**
Laptops are available on a first come, first serve basis and a school may borrow the computer for up to 4 months.

**What kind of software is available on the laptops?**
Laptops will have Microsoft Office as well as the following common adaptive software:

- Kurzweil 3000
- Word Q
- Co: Writer Solo

- Dragon Naturally Speaking
- Speak Q
- Other adaptive software, by request
Computer Loan Program for individuals
This Computer Loan Program is operated out of Southern Connecticut State University’s (SCSU) Center for Adaptive Technology and is a long-term loan of a computer with adaptive software.

What is a long-term loan?
A person may borrow the computer with adaptive software or access devices for as long as he or she needs it. If the person no longer requires the device, it must be returned to the program to be loaned out to another eligible individual.

Who is eligible?
Any Connecticut resident who is on one of the state Medicaid Waiver: the Katie Beckett Waiver, the Personal Care Assistance Waiver, the Department of Developmental Services Waiver, the Acquired Brain Injury Waiver or the CT Home Care Program for Elders Waiver.

What kind of software is available on the laptops?
Laptops will have Microsoft Office and will include the adaptive software that the borrower will need, for example,

• Kurzweil 3000
• Word Q
• Co: Writer Solo

• Dragon Naturally Speaking
• Speak Q
• Other adaptive software, by request

For more information or to apply:
Contact SCSU's Center for Adaptive Technology at 203-392-5799.

Mimio Loan Program for Schools and other Agencies
A Mimio device turns any whiteboard into an interactive digital board creating an interactive environment for learning, meetings and brainstorming sessions. Mimios are available for loan for the length of a school year to any Connecticut school system. Any agency interested in applying for this loan may do so and will be considered on an individual basis. This is a free program and training on how to use the Mimio is provided.

Other Connecticut Tech Act Project Programs
Other Connecticut Tech Act Project programs are operated through our partner agencies, such as the NEAT Center in Hartford, Disability Resource Center of Fairfield County, Vision Dynamics, Windham Regional Community Council & SERC. Programs include AT demonstrations, AT device loans, AT recycling and Trainings.
www.CTtechact.com
Log onto the CTTAP website to find out more about our programs, learn about various funding sources and community resources. You can locate AT Demonstration sites in Connecticut, get updates and find links to other Assistive Technology resources.

For More Information
Contact the CT Tech Act Project by phone at 860-424-4881, 860-424-4839 (TTY), or toll free (in state) at 800-537-2549 or via email by going to www.CTtechact.com, and click the link for Contact Us.

CTTAP is funded by the U.S. Department of Education under the Assistive Technology Act of 1998, as amended. No official endorsement by the U.S. Department of Education of any product, commodity, service or enterprise mentioned in this publication is intended or should be inferred.

In compliance with the Americans with Disabilities Act, this information is available in alternate formats upon request.
Program Documents
The Community Living Consultant Service

You’re now the employer of personal care assistants.

You’re now responsible for securing the staff you need to live in the community.

This can be very overwhelming, but it doesn’t have to be. With a Community Living Consultant and the willingness to learn, you’ll become a successful manager of your own staff!

The Community Living Consultant will develop a learning program tailored just for you.

Training includes:

- Recruiting Employees
- Writing a Job Description for Potential Employees
- Interviewing Employees
- Hiring Employees
- Paperwork
- Keeping an Employee File
- Training Employees
- Scheduling Employees
- Supervising Employees
- Techniques for Managing Stress
- Communication Skills
- Safety, Abuse, and Neglect
- Termination of Employees

While the primary focus of learning is management training, the Community Living Consultant can also offer strategies to build a stronger community or circle of support and strengthen your back-up plan for emergencies.

Referral priority is given to individuals with developmental disabilities.

For more information, contact:

Connecticut Community Care, Inc. (CCCI)
Self-Directed Support Services
Phone: 860-314-2244 or 1-800-961-3348
TTY: 860-314-2214
ThereseN@ctcommunitycare.org

In partnership with:

Connecticut Department of Social Services
Making a Difference

Money Follows the Person Demonstration by the Centers for Medicare and Medicaid Services

The preparation of this document was financed under an agreement with the Connecticut Council on Developmental Disabilities.
COMMUNITY LIVING CONSULTANT SERVICE
PARTICIPANT AGREEMENT
The Community Living Consultant Service

Now that you are an employer of personal care assistants, you are responsible for securing the staff you need to live in the community. The process of hiring and managing your staff can be challenging. With training from this short-term, one-on-one management training program, you can receive the personal coaching and tools to successfully employ and manage your personal care assistants. With a strong commitment to learn you can be a successful manager of your own staff!

You and the Community Living Consultant will develop a learning program tailored just for you.

Training includes:

- Recruiting Employees
- Writing a Job Description for Potential Employees
- Interviewing Employees
- Hiring Employees
- Paperwork (Applications, Worker’s Compensation, Tax Considerations, etc.)
- Keeping an Employee File
- Training Employees
- Scheduling Employees
- Supervising Employees
- Techniques for Managing Stress (You and Your Employees)
- Communication Skills
- Safety, Abuse, and Neglect
- Termination of Employees

While the primary focus of learning is management training, the Community Living Consultant can also offer strategies to build a stronger community or circle of support and strengthen your back-up plan for emergencies.
**My Rights**

**I HAVE THE RIGHT TO:**

- Be treated with dignity and respect at all times
- Have the Community Living Consultant service explained to me in a way that I understand
- Privacy
- Speak up and complain without fear of consequences if I do not like something
- A copy of my file or to review my file
- Stop the Community Living Consultant service at anytime without affecting any of my other community services
- Receive the highest quality of service without regard to my age, race, color, creed, marital status, national origin, gender, sexual orientation, or physical or mental disability
- Contact Connecticut Community Care, Inc. at any time if I am dissatisfied with the services provided to me
- Contact the Connecticut Office of Protection and Advocacy for Persons with Disabilities at any time if I feel that I have experienced disability-related discrimination
MY RESPONSIBILITIES

I AM RESPONSIBLE FOR:

• Requesting training in specific management skills that I need

• Working to develop my management skills

• Making a commitment to and evaluating progress on developing my management skills

• Determining with my Community Living Consultant if continued training is appropriate

• Reviewing and verifying the time and activities performed by my Community Living Consultant on a time sheet and progress note

• Participating in satisfaction and quality improvement surveys

• Notifying my Community Living Consultant’s supervisor if I am not satisfied with the quality of services provided to me

• Treating my Community Living Consultant with the same respect I deserve
MY COMMUNITY LIVING CONSULTANT’S RESPONSIBILITIES

MY COMMUNITY LIVING CONSULTANT IS RESPONSIBLE FOR:

• Providing training to me that respects my rights as an individual
• Providing training to me that is short-term and intensive
• Providing the specific management training areas that I choose so that I can become a successful employer
• Providing me with direction on how to expand my community of supporters and strengthen my back-up plan for emergencies
• Recording the type and the amount of activities provided to me on time sheets and progress notes and logging them in my file
• Discussing with me my progress and commitment to developing my skills and recording this in my file
• Evaluating monthly if continued training is appropriate
• Reporting any critical incidents, including abuse and neglect, according to the Connecticut Department of Social Services, Money Follows the Person policy
**Funding:**

Through generous funding from the Connecticut Council on Developmental Disabilities, CCCI offers you the Community Living Consultant Service at no cost to you.

**Limitations of Service:**

As a short-term, intensive management training program, continued training from the Community Living Consultant Service will be based on your progress and stated commitment to developing your skills as an employer. Your services will be evaluated monthly and will be provided for a maximum of three months.

Services will come to an end if:

- You and the Community Living Consultant feel that you have developed the skills to be a successful employer
- You no longer desire management training
- You are no longer making progress on developing your management skills.

*Both you and/or the Community Living Consultant can end services at any time.*

When services with the Community Living Consultant come to an end, the other services and/or supports you receive in the community will not be affected.
**Complaint Process:**

You may contact:

Connecticut Community Care, Inc. (CCCI)
Director of Government Initiatives Sherry Ostrout
Phone: 860-314-2224 or 1-800-961-3348
TTY: 860-314-2214
sherryo@ctcommunitycare.org

Letters regarding specific service complaints, dissatisfaction with a CCCI employee, or other concerns should be addressed to:

Connecticut Community Care, Inc. (CCCI)
Director of Government Initiatives Sherry Ostrout
43 Enterprise Drive
Bristol, CT 06010

Complaints will be logged, and the director will review the record and interview the participant, the Community Living Consultant, and other relevant parties. Interviews will be conducted by telephone or in person as the situation warrants. Interviews with other individuals, agencies, or organizations will be conducted as appropriate. The director will respond to complaints within five (5) business days. If there is dissatisfaction with the response or resolution, you may write the president of CCCI at the above address.

Additionally, if you feel that you have experienced disability-related discrimination and would like to seek further counsel, you can contact:

Connecticut Office of Protection and Advocacy for Persons with Disabilities
60B Weston Street
Hartford, CT 06120-1551
Phone: 860-297-4300 or TTY: 860-297-4380
Toll Free in Connecticut at 800-842-7303 (V/TTY).

**Contact Information:**

To discuss any issues related to the Community Living Consultant Service, please contact **Director of Government Initiatives Sherry Ostrout** at the above information or by email: sherryo@ctcommunitycare.org.
I HEREBY AGREE THAT:

• I have received a description of and understand the Community Living Consultant Service.

• I have received a description of and understand the following documents: My Rights, My Responsibilities, and My Community Living Consultant’s Responsibilities.

• I understand that the primary focus of the Community Living Consultant Service is to provide me with management skills training and that it is available to me for a maximum of three months.

• I understand that I may terminate this service at any time and that if I choose to end this service, it will not affect any other community services I receive.

• I understand that the service will be terminated when I have developed the skills to be a successful employer or if I am no longer making progress on or making a commitment to developing my skills as an employer.

• I understand that the Community Living Consultant is and will remain an employee of CCCI but will provide training as prioritized and approved by me.

• I understand that if I am dissatisfied with services, I can contact the CCCI Director of Government Initiatives to make a complaint.

• I understand that if I feel I have received disability-related discrimination I can make a complaint to the Connecticut Office of Protection and Advocacy for Persons with Disabilities.

• I understand that the Community Living Consultant service is provided through funding from the Connecticut Council on Developmental Disabilities and that there is no cost to me for this service.
I agree to the above statements and confirm that my questions have been answered and each form has been explained to me to my satisfaction.

By signing this agreement I agree to receive the CCCI Community Living Consultant Services under the conditions stated in the Participant Agreement.

A copy of this form is as valid as the original. This form is effective from the date of my first contact with CCCI.

___________________________________
Participant’s Name

___________________________________  __________
Participant’s Signature      Date

or

___________________________________
Personal Representative’s Name

___________________________________  __________
Personal Representative’s Signature   Date

I have explained all of the service documents. I have answered all questions regarding the program by the person indicated above and/or their personal representative and I hereby witness the above signature.

__________________________________
Community Living Consultant’s Name

___________________________________  __________
Community Living Consultant’s Signature  Date

The preparation of this document was financed under an agreement with the Connecticut Council on Developmental Disabilities.
CONNECTICUT COMMUNITY CARE INC.
NOTICE OF PRIVACY PRACTICES

Effective Date: May 5, 2010

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

We are required by law to maintain the privacy of your health information; to provide you this detailed Notice of our legal duties and privacy practices relating to your health information; and to abide by the terms of the Notice that are currently in effect.

I. USES AND DISCLOSURES FOR TREATMENT, PAYMENT AND HEALTH CARE OPERATIONS

The following lists various ways in which we may use or disclose your protected health information ("PHI") for purposes of treatment, payment and health care operations.

For Treatment. We will use and disclose your PHI in providing you with treatment and services and coordinating your care and may disclose your PHI to other providers involved in your care. For example, we may share information with a home health agency to enable it to provide appropriate care. We may receive information from or disclose information to your physician or hospital staff to assist with appropriate treatment. Information may be collected from a hospital or extended care facility in order to plan for appropriate care upon your discharge from the facility. We may provide information to town or municipal social workers or housing officials to help locate appropriate services.

For Payment. We may use and disclose your PHI for billing and payment purposes. We may disclose your PHI to an insurance or managed care company, Medicare, Medicaid or another third party payor. For example, we may confirm your eligibility for Medicare or Medicaid and provide the Department of Social Services, insurance companies or others with information needed to obtain payment for equipment and services.

For Health Care Operations. We may use and disclose your PHI as necessary for health care operations, such as management, personnel evaluation, education and training and to monitor our quality of care. We may disclose your PHI to another entity with which you have or had a relationship if that entity requests your information for certain of its health care operations or health care fraud and abuse detection or compliance activities. For example, PHI of many clients may be combined and analyzed for purposes such as evaluating and improving quality of care and planning for services.

II. SPECIFIC USES AND DISCLOSURES OF YOUR HEALTH INFORMATION

The following lists various ways in which we may use or disclose your PHI.

Directory. Unless you object, we will include certain limited information about you in our directory, and may disclose information about you by telephone when someone calls and asks for you by name. This information may include your name, the name of your care manager, your town, and a confirmation that you are a client of CCCI. Our directory does not include specific medical information about you.

Individuals Involved in Your Care or Payment for Your Care. Unless you object, we may disclose PHI about you to a family member, close personal friend or other person you identify who is involved in your care.
Emergencies. We may use and disclose your PHI as necessary in emergency treatment situations.

As Required By Law. We may use and disclose your PHI when required by law to do so.

Public Health Activities. We may disclose your PHI for public health activities. These activities may include, for example, reporting to a public health authority for preventing or controlling disease, injury or disability; reporting elder abuse or neglect; or reporting deaths.

Reporting Victims of Abuse, Neglect or Domestic Violence. If we believe that you have been a victim of abuse, neglect or domestic violence, we may use and disclose your PHI to notify a government authority, if authorized by law.

Health Oversight Activities. We may disclose your PHI to a health oversight agency for activities authorized by law, such as audits, investigations, inspections and licensure actions or for activities involving government oversight of the health care system.

To Avert a Serious Threat to Health or Safety. When necessary to prevent a serious threat to your health or safety or the health or safety of the public or another person, we may use and disclose your PHI, limiting disclosures to someone able to help lessen or prevent the threatened harm.

Judicial and Administrative Proceedings. We may disclose your PHI in response to a court or administrative order. We also may disclose your PHI in response to a subpoena, discovery request, or other lawful process that meets the requirements of Federal Privacy Regulations.

Law Enforcement. We may disclose your PHI for certain law enforcement purposes, including, for example, to comply with reporting requirements; to comply with a court order, warrant, or similar legal process; or to respond to certain requests for information concerning crimes.

Research. We may use and disclose your PHI for research purposes if the privacy aspects of the research have been reviewed and approved, if the researcher is collecting information in preparing a research proposal, if the research occurs after your death, or if you authorize the use or disclosure.

Coroners, Medical Examiners, Funeral Directors, Organ Procurement Organizations. We may release your PHI to a coroner, medical examiner, funeral director or, if you are an organ donor, to an organization involved in the donation of organs and tissue.

Disaster Relief. We may disclose your PHI to a disaster relief organization.

Military, Veterans and other Specific Government Functions. If you are a member of the armed forces, we may use and disclose your PHI as required by military command authorities. We may disclose your PHI to authorized federal officials as required for lawful intelligence, counterintelligence and other national security activities.

Workers' Compensation. We may use and disclose your PHI to comply with laws relating to workers' compensation or similar programs.

Inmates/Law Enforcement Custody. If you are under the custody of a law enforcement official or a correctional institution, we may disclose your PHI to the institution or official for certain purposes including the health and safety of you and others.

Fundraising Activities. We may use certain limited contact information for fundraising purposes and may provide contact information to a foundation affiliated with our organization, provided that any fundraising communications explain clearly and conspicuously your right to opt out of future fundraising communications. We are required to honor your request to opt out.

Appointments. We may use and disclose your PHI to make or confirm an appointment for a home visit, medical appointment or service.

Health-Related Benefits and Services. Subject to certain limitations, we may use and disclose your PHI to inform you about health-related benefits and services that may be of interest to you.
III. USES AND DISCLOSURES WITH YOUR AUTHORIZATION

Except as described in this Notice, we will use and disclose your PHI only with your written Authorization. You may revoke an Authorization in writing at any time. If you revoke an Authorization, we will no longer use or disclose your PHI for the purposes covered by that Authorization, except where we have already relied on the Authorization.

IV. YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

Listed below are your rights regarding your PHI. These rights may be exercised by submitting a request to CCCI. Each of these rights is subject to certain requirements, limitations and exceptions. At your request, CCCI will supply you with the appropriate form to complete. You have the right to:

Request Restrictions. You have the right to request restrictions on our use and disclosure of your PHI for treatment, payment, or health care operations. You have the right to request restrictions on the PHI we disclose about you to a family member, friend or other person who is involved in your care or the payment for your care. We are not required to agree to your requested restriction (except that if you are competent you may restrict disclosures to family members and friends). If we do agree to your requested restriction, we will comply with your request except as needed to provide you with emergency treatment or in accordance with applicable law. However, if you paid out-of-pocket in full for a health care item or service, and you do not want us to disclose PHI about that item or service to your health plan, we must comply with your request.

Access to Personal Health Information. You have the right to inspect and obtain a copy of your medical and billing records and other information that may be used to make decisions about your care, subject to some exceptions. Your request must be in writing. In some cases we may charge a fee for our costs in providing the requested information, consistent with applicable law.

To the extent we maintain an electronic health record with respect to your PHI, you also have the right to receive an electronic copy of such information, and to direct us to transmit an electronic copy directly to a third-party designated by you. We may charge a fee, consistent with applicable law, for our labor costs in responding to your request.

Request Amendment. You have the right to request amendment of your PHI for as long as the information is kept by or for CCCI. Your request must be made in writing and must state the reason for the requested amendment. We may deny your request for amendment if the information (a) was not created by CCCI, unless the originator of the information is no longer available to act on your request; (b) is not part of the PHI maintained by or for CCCI; (c) is not part of the information to which you have a right of access; or (d) is already accurate and complete, as determined by CCCI.

If we deny your request for amendment, we will give you a written denial including the reasons for the denial and an explanation of your right to submit a written statement disagreeing with the denial.

Request an Accounting of Disclosures. You have the right to request an “accounting” of certain disclosures of your PHI. This is a listing of disclosures made by the Agency or by others on our behalf, but this does not include disclosures for treatment, payment and health care operations and certain other exceptions. To request an accounting of disclosures, you must submit a request in writing, stating a time period beginning after April 13, 2003 that is within six years from the date of your request. The first accounting provided within a 12-month period will be free; for further requests, we may charge you our costs.

Request a Paper Copy of This Notice. You have the right to obtain a paper copy of this Notice at any time. In addition, you may obtain a copy of this Notice at our website, www.ctcommunitycare.org.

Request Confidential Communications. You have the right to request that we communicate with you concerning your health matters in a certain manner. For example, you may ask us to contact you at
a specific phone number. We will accommodate your reasonable requests. You must make your request in writing to the address at the end of this Notice.

V. SPECIAL RULES REGARDING DISCLOSURE OF PSYCHIATRIC, SUBSTANCE ABUSE AND HIV-RELATED INFORMATION

Under Connecticut or federal law, additional restrictions may apply to disclosures of health information that relates to care for psychiatric conditions, substance abuse or HIV-related testing and treatment. This information may not be disclosed without your specific written permission, except as may be specifically required or permitted by Connecticut or federal law. The following are examples of disclosures that may be made without your specific written permission:

- **Psychiatric information.** CCCI may disclose psychiatric information to a mental health program if needed for your diagnosis or treatment. CCCI may also disclose very limited psychiatric information for payment purposes.

- **HIV-related information.** CCCI may disclose HIV-related information for purposes of treatment or payment.

- **Substance abuse treatment.** CCCI may disclose information obtained from a substance abuse program in an emergency.

VI. FOR FURTHER INFORMATION OR TO FILE A COMPLAINT

If you have any questions about this Notice or would like further information concerning your privacy rights, please contact your care manager or the CCCI Privacy Officer.

If you believe that your privacy rights have been violated, you may file a complaint in writing with CCCI or with the Office for Civil Rights in the U.S. Department of Health and Human Services. We will not retaliate against you for filing a complaint.

To file a complaint with CCCI, contact the CCCI Privacy Officer at Connecticut Community Care, Inc., 43 Enterprise Drive, Bristol, CT 06010; or by phone at 860-569-6226. To file a complaint with the Office for Civil Rights, send your written complaint to the OCR Regional Manager by mail to Office for Civil Rights—Region I, U.S. Department of Health and Human Services, J.F. Kennedy Federal Building, Room 1875, Boston, MA 02203, by fax to (617) 565-3809 or by email to OCRComplaint@hhs.gov.

VII. CHANGES TO THIS NOTICE

We reserve the right to change this Notice and to make the revised or new Notice provisions effective for all PHI already received and maintained by CCCI as well as for all PHI we receive in the future. We will post a copy of the current Notice at CCCI. We will provide a copy of the revised Notice upon request.

HIPAA-01-1
Connecticut Community Care, Inc.
Written Acknowledgement of Receipt of Notice of Privacy Practices

Regional Office: ______________  Consumer ID # ______________

I ______________________________ [consumer name], hereby acknowledge that I have received a copy of the Notice of Privacy Practices for Connecticut Community Care, Inc. (CCCI). I understand that I am entitled to receive updates upon request if CCCI’s Notice of Privacy Practices is amended or changed in a material way.

_____________________________ OR ____________________________________________
Consumer Signature  Personal Representative’s Signature

______________________________
Date

If CCCI is unable to obtain written acknowledgement from the consumer:

On ______________ [date], I attempted to obtain written acknowledgement of receipt of the Notice of Privacy Practices from the above-named consumer, but was unable to because:

___ Consumer declined to sign this Written Acknowledgement.
___ Consumer was unable to sign the Written Acknowledgement.
___ Written Acknowledgement was mailed to consumer and not returned
___ Other (specify): ____________________________________________________________

Support Counselor Signature  Date
(Form MUST be completed before signing)

Support Counselor Name (please print) ____________________________________________

HIPAA-02
Rev SDCS Program 9/09
Authorization For Release of Information by Connecticut Community Care, Inc.

I. Information About the Use or Disclosure

I hereby authorize the use or disclosure of my individually identifiable health information as described below. I understand that this authorization is voluntary and that I may revoke it at any time by submitting my revocation in writing to Connecticut Community Care, Inc.

Consumer Name: ___________________________ Consumer ID Number: ___________________________

Persons/organizations authorized to provide the information: ________________________________

Persons/organizations authorized to receive the information: ________________________________

_______________________________________________________________________________________

Specific description of information to be used or disclosed (including date(s) if appropriate):_____

_______________________________________________________________________________________

Specific purpose of the disclosure: ________________________________

_______________________________________________________________________________________

This authorization will expire ___________ (date or event)

II. Important Information About Your Rights

I have read and understood the following statements about my rights:

• I may revoke this authorization at any time prior to its expiration date by notifying Connecticut Community Care, Inc. in writing, but the revocation will not have any effect on any actions taken before Connecticut Community Care, Inc. received the revocation.

• I may see and copy the information described on this form if I ask for it.

• I am not required to sign this form to receive treatment or health services or to be eligible for benefits.

• The information disclosed pursuant to this authorization may be subject to redisclosure by the recipient and is no longer protected by CCCI privacy policies.

III. Signature

Signature of Consumer or Personal Representative ___________________________ Date ___________

(Form MUST be completed before signing)

Printed name of Personal Representative: ________________________________

Relationship to the consumer, including authority for status as representative: __________________

*YOU MAY REFUSE TO SIGN THIS AUTHORIZATION*

Consumer to receive copy of this authorization

OFFICE USE ONLY

Date Authorization Received: ___________ Consumer received copy of this form (date/initia Is): ___________

HIPAA-09