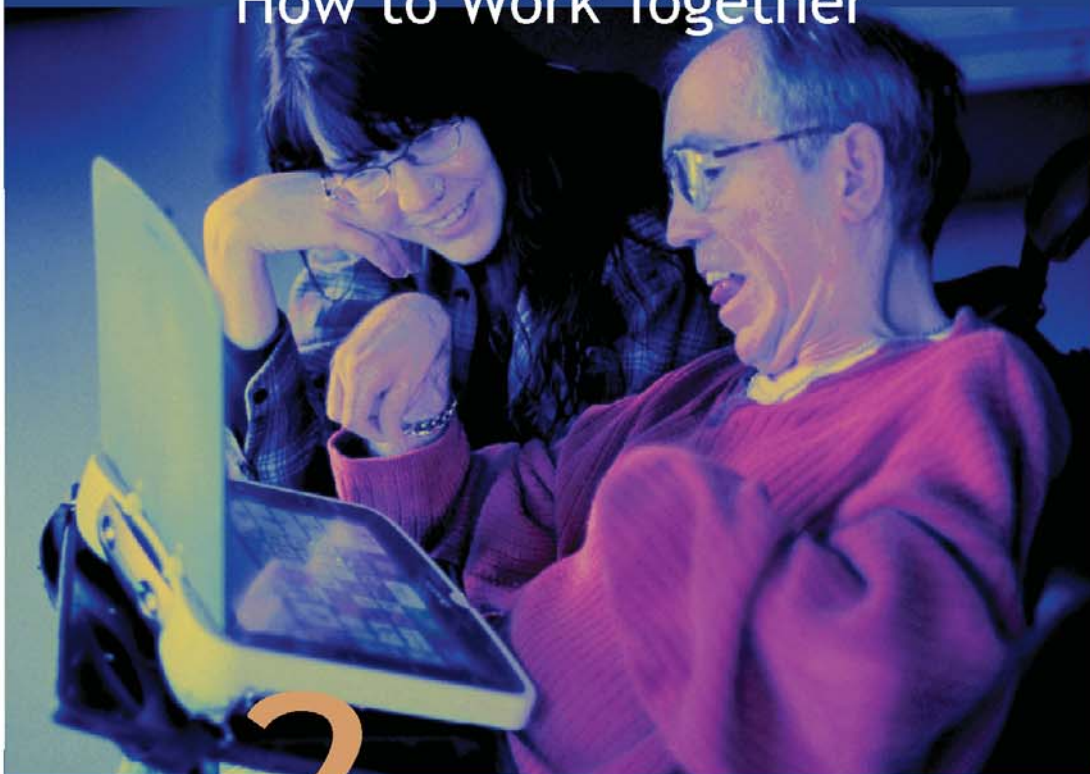


Consumer Direction ⁱⁿ Personal Assistance

How to Work Together



2

Health and Safety

LEARNING GUIDE

Distributed by:



Program Development Associates

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Introduction

Welcome to Consumer Direction in Personal Assistance: How to Work Together. This program is made up of a video series along with Learning Guides. Consumer Direction in Personal Assistance: How to Work Together is also available as a CD-ROM. Go to <http://www.infouse.com> for more information.

Consumer Direction in Personal Assistance: How to Work Together is intended for people who are personal assistants or who are training to become personal assistants. Four units prepare personal assistants for being on the job as a crucial element in the independence of people with disabilities:

- Unit 1 – Consumer Direction: What Is It? introduces the person with a disability as the boss in the personal assistance relationship.
- Unit 2 – Health and Safety provides information about how a personal assistant can stay healthy and safe on the job while reinforcing the leadership of the person with a disability.
- Unit 3 – Communication reviews real world communication techniques that can help personal assistants and the people with disabilities that they work for to work together more effectively.
- Unit 4 – Rights and Responsibilities details a roadmap to what the personal assistant and the person with a disability are each entitled to as well as what each has a responsibility to do.

Each unit contains three lessons. The program presents each lesson in this order:

1. Introduction (video)
2. Facts (Learning guide)
3. Perspectives of Consumers, Personal Assistants, and Agency Representatives (video)
4. Questions (Learning Guide)
5. Question Feedback (Learning Guide)

This learning guide contains Facts and Questions for each Lesson within an Unit. These are designed to enhance your understanding of the material. The video will ask you to stop and review the learning guide when it is appropriate to review. The Questions sections also contain explanations of the correct answers (feedback).

Note on Language: This video shows people using several different ways of referring to people with disabilities and the people who are hired to do work for them. That language may be confusing. Below we list the different terms used:

Person with a Disability = Consumer = Employer =
Person with a Disability = Client

Personal Assistant = Attendant = Worker = Personal Care Attendant =
Aide = Chore Person = Home Care Worker

How to Use the Video and Learning Guide

Each Lesson is structured in the same way. Begin with the video. The video will play an introduction to the lesson. When the introduction has completed, the video will ask you to stop and review the Facts listed in this Learning Guide.

This Learning Guide has Facts for each of the three lessons in Unit 1. Turn to the appropriate Facts pages and review. When you have completed the Facts pages, restart the video from where you had paused it.

The next part of the video plays interviews with consumers, personal assistants, and agency representatives for their perspectives on issues raised by the lesson. When the Perspectives section has completed, you will again be asked to stop the video and turn to the Learning Guide.

The Learning Guide also contains Questions for review in each lesson. The Guide also provides answers to the questions and the Feedback about those answers. When you have finished reviewing the Question Feedback in this Learning Guide, you are done with the Lesson.

Note: If you are viewing this in a group, we recommend having a discussion after each video section on what has been shown.

Unit 2

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UNIT 2 – HEALTH AND SAFETY

This Learning Guide accompanies Unit 2. Unit 2 has three lessons:

1. Hazards in the home

This lesson reviews the places in the home where possible hazards exist and what a personal assistant should do about any hazards.

2. Emergencies

This lesson guides personal assistants to prepare themselves for an emergency, to prepare their employers for emergencies, to plan for emergencies, and to respond to emergencies.

3. Protecting yourself and others

This lesson teaches about preventing the spread of diseases, infection, protecting one's body, and dealing with stress.

Begin by starting the video.

Lesson 1

Hazards in the home

FACTS

Spotting and reducing hazards

When you first start a job, walk through the home and make a list of potential hazards. Review your list with the consumer and suggest ways of reducing them. If the consumer agrees, do so. The following list of tips for reducing risks is meant as a suggestion only, not as a complete list.

Kitchen

- Turn burners down or off if you're called away.
- Turn the handles of pots and pans so they can't be accidentally knocked down.
- Keep potholders, plastic containers, and paper away from the burners.
- Keep sharp knives in a drawer, not on countertops.
- Unplug appliances when not in use, unless they are connected to a master switch that the consumer uses to control many devices at once.
- Replace frayed cords and broken plugs. Do not remove the grounding prong on 3-prong plugs.
- Do not let cords cross the oven, range, or wet areas.
- Do not overload outlets.
- Wipe up spills immediately to prevent slips and falls.
- Keep a fire extinguisher in the kitchen. (See General Safety Tips, below.)

Bathroom

- Use electrical shavers, hair dryers, curlers, heaters, or radios away from water.
- Use a non-skid mat on the bathroom floor.
- Use a stool with non-skid tips in the shower.
- Never leave someone unattended in a tub.
- Test the hotness of water before helping someone into a bath or shower.
Wipe up spills immediately to prevent slips and falls.

Bedrooms

- Place a telephone within reach of the bed for emergencies. To prevent falls keep telephone cords out of the way.
- Advise the consumer not to smoke in bed.
- Do not place heaters, candles, or anything that generates high heat or has a flame near to the bedding.
- Heating pads and electric blankets can cause burns. Pay attention to the settings and follow the manufacturer's directions.
- If the consumer can get up by herself in the night, place a night light with a switch near the bed to light the way.
- If there are area rugs, use non-skid pads underneath them. Place them to avoid tripping over their edges.

General safety tips

- Make sure appliances are in good working order.
- Tack down the edges of wall-to-wall carpeting.
- Provide enough lighting, especially near stairs and in the kitchen.
- Use non-slip floor wax.
- Keep extension and telephone cords out of the way.
- Recommend that smoke detectors be installed on every level of the home. If they are present, check that they work.
- Lock the wheels of beds, wheelchairs, or other wheeled devices until the device needs to be moved.
- If the employer does not own fire extinguishers, recommend that she buy

them for kitchen, stairway, and garage. Note for which types of fires they are used.

- Ask before you move items like furniture, medicine, telephones, and so forth.

Risks from cleaning products – Cleaning products can be dangerous if misused or stored incorrectly.

- Tightly cap cleaning products and put them away immediately after use.
- Do not mix ammonia and bleach. Do not mix cleaning products or solvents.
- If you use products that give off fumes— like ammonia for example—only use them with the windows open to get fresh air.
- Store cleaning products away from heat, such as furnaces or water heaters.
- Suggest alternative, non-toxic cleaning products such as white vinegar, salt, baking soda and toothpaste.

Lesson 1

Hazards in the Home

QUESTIONS

1. If you see something you consider a hazard in the home where you are working, you should fix it right away.
True or False
2. Falls are a risk in the kitchen and bathroom.
True or False
3. Use potholders when handling pots and pans that have been on the range.
True or False
4. It is okay to leave an adult unattended in a bathtub.
True or False
5. Which of the following is a hazard in the bathroom?
 - A. Warm water (around 100° F)
 - B. Stool with non-skid tips in the bathtub
 - C. Using a hair dryer while in the bathtub
 - D. Bathroom floor mat
6. Which of the following is a hazard in the bedroom?
 - A. Lit candles on the bedside table
 - B. Telephone next to the bed

- C. Electric blankets used according to directions
 - D. Night lights
7. Which two household products should NEVER be mixed because they cause a dangerous chemical reaction?
- A. Bleach and fabric softener
 - B. Rubbing alcohol and soap
 - C. Ammonia and bleach
 - D. Ammonia and soap
8. In order to use appliances safely, you should
- A. Keep appliances in good working condition
 - B. Keep their electrical cords out of the way
 - C. Use appliances according to manufacturer's directions
 - D. All of the above

Lesson 1

Hazards in the Home

QUESTION FEEDBACK

1. False.

Call the hazard to the attention of the employer. With the employer's input and consent, fix the hazard. If the employer does not agree, be especially careful to avoid the hazard.

2. True.

Wipe spills immediately. Be sure that electrical cords are not in pathways or are taped down to prevent tripping.

3. True.

It is good common sense to use potholders when handling any pot, pan, or bucket that has been on the range and could be hot and cause a burn.

4. False.

It is never okay to leave a vulnerable person alone in the bathtub. He could slip under the water, faint, or be unable to lift himself up or cry for help.

5. C.

Water is a great conductor of electricity. Never use electrical appliances of any kind where they could fall into water and cause a shock, injury or death.

6. A.

Candles are romantic, but not safe. It is too easy to knock them over and cause a fire. Lit candles should only be used where they are not likely to be knocked over or to set papers, bedding or curtains on fire.

7. C.

Never mix ammonia and bleach! This mixture creates a gas that causes lung damage and can potentially kill you!

8. D.

Always keep appliances clean and in working condition, tuck their cords out of the way, and use them according to manufacturers' directions. This will keep you and your consumer safe, and the appliances will last longer

Unit 2
as well.

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You are now done with Unit 2, Lesson 1.

Lesson 2

Emergencies

FACTS

Preparing yourself for an emergency

There are many steps you can take to be ready for different kinds of emergencies. Some steps are listed below.

- First Aid and CPR

Talk to your local Red Cross for information on classes near you. This training can help you care for someone in distress until medical personnel arrive.

- The telephone book

The front section contains a First Aid and Survival Guide. Become familiar with its contents.

- Red Cross website for people with disabilities

www.redcross.org/services/disaster/beprepared/disability.html.

- Learn about local disaster procedures

Get to know local disaster warning signals. In some communities sirens may warn you of toxic chemical releases or of a tornado watch. This may mean that you stay indoors, close doors and windows and go to the safest part of the house. This is called sheltering.

In other cases like hurricanes, officials may order you to leave the home and go to a shelter in a safe location. This is called evacuation. Local radio stations will broadcast specific instructions for either sheltering or evacuation.

Preparing your employer for an emergency

Help your employer prepare for an emergency now. It will make a big difference later. Make the following lists and kits.

A First Aid kit. The kit should include at least the following:

- First aid manual
- Sterile bandages, tape, antibiotic cream, antiseptic wipes and solution.
- Extra prescription medications, aspirin or other painkillers.

- Thermometer, latex gloves, sharp scissors, tweezers.
- The consumer's disability may require other, more specialized supplies.

An Emergency Contacts form. List 3 personal contacts and their phone numbers. Also list agencies and phone numbers the consumer may need like medical clinics, social service agencies, or pharmacies. (A copy of this form is at the end of this lesson.)

An Emergency Medical Information list. On this list, put personal information, insurance information, the names and phone numbers of doctors, important information about the consumer's disability and any special information a doctor may need in an emergency. (A copy of this form is at the end of this lesson.)

An Emergency Supply kit. Use when the power is out for a long time, or take it along if you need to evacuate the building. Include:

- Prescription medicines, eyeglasses, other essential medical supplies.
- Candles, matches, flashlight, batteries.
- Radio, batteries.
- Water, non-perishable food and a non-electric can opener.
- Change of clothing.
- Pet food or supplies for service animal.
- A First Aid kit.
- Emergency Contacts and Emergency Medical Information forms.

Next to the phone, post:

- A copy of the Emergency Contacts form.
- Printed directions to the home. An emergency worker may ask for directions to your location.

Emergency plan for leaving the home quickly

Many emergencies will force you to leave the home quickly. Before that happens, have an emergency plan for getting out of the building. In

making your plan, note that:

- Elevators can not be used during a fire or power outage.
- Do not count on emergency workers being able to get to you quickly.
- When emergency officials order an evacuation, take along the Emergency Supply Kit.
- Place the Emergency Contacts list and the Emergency Medical Information form in a plastic bag. Take the completed forms anytime you leave the home with the consumer in an emergency.
- Agree on a meeting place outside the building, even if you expect to accompany the disabled person.

If the disabled person is unable to walk, plan for a possible evacuation with these things in mind:

- You may need to carry the disabled person. Talk about this with her and, if she agrees, try carrying her a short distance.
- Consider obtaining an evacuation chair, which can be used on stairs.
- Find out if you can get help carrying the disabled person from a relative or neighbor. Learn the technique called “a fireman’s carry.”
- Have a back-up plan. Consider using a large blanket to drag the disabled person out of the building.
- The main exit may be blocked so plan an alternate escape route.

Responding to emergencies

Personal assistants and their employers must be ready for anything from floods to kitchen fires. Personal assistants also need to judge if a situation is dangerous, then be able to take the right action.

Call 911 if a person:

- becomes unconscious or is difficult to awake
- has chest pain or pressure
- has trouble breathing
- has no pulse and no breathing

- has had a seizure
- is bleeding severely
- is vomiting blood or bleeding from the rectum
- has fallen and may have broken bones
- has a severe headache and slurred speech
- has pressure or severe pain in the abdomen that does not go away

Also call 911 if

- moving the person could cause further injury
- traffic or distance would cause a life-threatening delay in getting to the hospital
- the person is too heavy to lift or help

Calling 911

Call 911 only for emergencies. When calling 911, tell the operator:

- Your name
- The name of the person needing help
- The street address and cross street
- Phone number
- The disability or pre-existing medical conditions
- What happened

Responding to a fire

Most small, contained fires can be smothered with a wet towel. But if an electrical appliance catches fire, pull the plug or turn off the electricity. Larger fires can be put out with a fire extinguisher.

If you cannot quickly put out a fire, get everyone out of the house or apartment. Sound a fire alarm. Call 911.

Emergency Contacts and Important Numbers

16 In case of an emergency where I am unconscious, not breathing or *Unit 2 Health and Safety*

otherwise injured:

1. Dial 911.
2. Give the emergency operators the following information:

DESCRIPTION OF PROBLEM

My name:

Address:

Phone:

Disability or Pre-existing Condition:

3. Give the emergency operators the following information:

Emergency Contact #1:

Phone:

Emergency Contact #2:

Phone:

4. Provide the attached Emergency Medical Information to emergency personnel or hospital.

Emergency Medical Information

Name:

Birthdate:

Height: ft. in.

Weight lbs.

Medical Insurance:

Group number/Personal ID number:

Durable Power of Attorney for Health Care:

Contact Information for Durable Power of Attorney:

Living Will? Yes/No

Location of Living Will:

Primary Physician:

Phone:

Other Physician #1:

Phone:

Other Physician#2:

Phone:

Other Physician#3:

Phone:

Special Instructions for medical situations:

Primary Disability:

Secondary Disability:

Special instructions regarding my disability:

Drug Allergies:

Other Allergies:

Special instructions regarding my allergies:

Prescription Medications:

Over-the-Counter Drugs and Supplements:

Special instructions regarding my medications and supplements:

Dietary Requirements:

Dietary Restrictions:

Recent Hospitalizations or Illnesses:

Notes regarding special equipment and/or home arrangements:

This information was updated on:

Lesson 2

Emergencies

QUESTIONS

1. The Emergency Contact form includes names and phone numbers of important personal contacts, agencies and other organizations the disabled person has contact with.

True or False

2. The Emergency Contact form should be posted near the phone. Another copy should be kept in the emergency supply kit.

True or False

3. If you do not have a first aid manual, the telephone book has a section on first aid and a disaster survival guide.

True or False

4. You live in a place that does not have hurricanes, tornadoes or earthquakes. Therefore, you do not need to have an emergency supply kit.

True or False

5. You may be able to evacuate a disabled person with a blanket if you do not have any help.

True or False

6. If the disabled person can walk, it is OK not to have an emergency evacuation plan.

True or False

7. Sheltering during a natural disaster or chemical release means

- A. Remaining indoors
- B. Closing doors and windows
- C. Staying in the safest part of the house
- D. All of the above

8. Which of the following is NOT an immediate emergency?

- A. Leg pain
- B. Vomiting blood
- C. Trouble breathing
- D. Seizure

LESSON 2

Emergencies

Question Feedback

1. True.

The Emergency Contact form is a valuable tool in emergencies. It may be necessary for you to contact others on behalf of the disabled person.

2. True.

Posting the Emergency Contact form near the phone will help you to act fast during an emergency. Always have a copy of the contact form in the emergency supply kit to take with you when you leave the house with the disabled person during an emergency. This will allow you to notify key people wherever you are.

3. True.

You do not need to purchase a first aid manual. You can review basic first aid and disaster survival techniques by referring to your telephone book.

4. False.

Even if you live somewhere that does not have natural disasters, you still need an emergency supply kit. Fires, chemical releases, power outages and other events might require evacuation or sheltering.

5. True.

If you are unable to carry the disabled person, he can be placed on a blanket and dragged to an exit.

6. False.

It is important to have an emergency evacuation plan that covers how to leave the house, where to meet on the outside, and what to take with you even if the disabled person can walk.

7. D.

If emergency officials issue a sheltering order, you would remain indoors, tightly closing doors and windows and staying in the safest part of the house.

8. A.

Leg pain is not an immediate emergency. Vomiting blood, having trouble breathing, and seizures are emergencies that need immediate attention – call 911.

You are now done with Unit 2, Lesson 2.

LESSON 3

Protecting yourself and others

FACTS

Guidelines to prevent spreading diseases

These guidelines will help you protect yourself and others from diseases and infections.

- Wash hands after going to the bathroom, before preparing food, and before and after performing personal care. Paper towels are safer than damp towels for drying your hands.
- Wash dishes in hot, soapy water. Rinse in very hot water. Air dry.
- Tell others if you are ill or have a condition that might be spread.

- Do not prepare food when you are ill or have open sores.
- Do not eat, drink, apply make-up, or handle contact lenses when you are around blood or other body fluids.
- Handle razor blades or other sharp objects carefully, especially if they might have contacted blood or body fluids. Dispose in containers with hard-sides.
- Wear latex gloves if you will be touching your employer's blood or other bodily fluids.
- Wear latex gloves if you are putting your fingers inside your employer's mouth, nose, anus, or vagina.
- Wear gloves when using cleaning solutions.
- Wash hands thoroughly with soap and water before putting on gloves and immediately after removing them.
- Use a mild bleach solution (10 parts water, 1 part bleach) to clean up blood or other body fluids. Use this solution to disinfect surfaces, clothing, or other objects.

Housekeeping and infection

Frequent dusting and vacuuming help stop the build-up of dirt and bacteria. Keep the kitchen and bathroom as clean as possible. Use bleach or disinfectant soaps for cleaning in these areas.

In the kitchen

- Cover and refrigerate foods that can spoil; don't use spoiled food.
- Clean the tops of cans before opening them.
- Wash fruits and vegetables before serving.
- Use hot water and soap to clean cutting boards and other surfaces that have come in contact with raw meat.
- Frequently wipe cooking and eating surfaces
- Mop the floors regularly.

- Dispose of garbage daily.

In the bathroom

- Flush toilet after every use.
- Hang towels out to dry and replace with clean ones regularly.
- Clean the toilet and mop the floor frequently.
- Dispose daily of sanitary napkins, bandages or other things that may contain bodily fluids.
- Be sure the plumbing is kept in good repair. Standing water can lead to the growth of bacteria.

Protecting your body

The employer usually will know ways of lifting or transferring that will work best for both of you. But you need to know how to make the best use of your strength. That will help you avoid injury. But while we can offer the following tips, it's best to learn these techniques through practice with a trainer.

- Never lift more than you can easily handle. Get help if you need it.
- Create a base of support by standing with your feet 8-12" apart, with one foot a half step ahead of the other.
- Do not lift with your back. Keep your back straight and lift with your legs.
- If lifting someone from a low bed, put one foot on a stool. This relieves pressure on your lower back.
- Plan your move before you start. Is the way clear?
- Consider using a back support belt.

Dealing with stress

Stress is our body's reaction to the hard work we do and the difficult emotions we feel. Stress can cause headaches, trouble sleeping, and a feeling of often being tired or irritable. We can't avoid stress but we can develop habits and attitudes that help us hold an "even keel".

- Eat well, exercise regularly. and get enough sleep.
- Don't let your job take over your life. Find time to be alone every day.
- If your care work is exhausting you, talk with your employer about splitting the job with others.
- Practice a relaxation method, such as meditation or breathing awareness.
- If you smoke, stop. Get help if necessary.
- Watch your weight and overall physical fitness. Find exercises you enjoy doing.
- Get an annual physical examination, even if you think you're healthy. It brings peace of mind.
- Take actions that can reduce the stress of troublesome situations.
- Enjoy hobbies or pastimes that don't require you to have something to show for your time.
- Try new things. Go to places you haven't been before. Be open to new friendships.

LESSON 3

Protecting yourself and others

Questions

1. Frequent hand washing with warm water and soap is one of the best techniques for stopping the spread of illnesses and infections.

True or False

2. It is better to dry your hands with damp towels instead of paper towels.
True or False

3. If you have a cut, sore or rash on your hands, it is okay to prepare food if you wear gloves.
True or False

4. Meditation and breathing exercises are for spiritual people only. They are not useful for personal assistants.

True or False

5. Keeping the kitchen and bathroom as clean as possible helps to prevent the growth of bacteria.

True or False

6. Wiping cutting boards with a damp cloth prevents spread of bacteria from raw meats.

True or False

7. As long as you refrigerate food it is not necessary to cover it.

True or False

8. Bandages, sanitary napkins or other things that may contain bodily fluids should be disposed of daily.

True or False

Lesson 3

Protecting yourself and others

QUESTION FEEDBACK

1. True.

Washing hands frequently with warm soap and water is an easy way to avoid spread of infections and illnesses.

2. False.

Damp towels can be a breeding ground for germs. Hang towels to dry, and use a dry towel or paper towels to dry your hands.

3. True.

If you have an open sore or cut on your hands, you should wear gloves when preparing food, bathing or toileting your employer.

4. False.

Breathing exercises, relaxation techniques and meditation are useful tools for dealing with stress, anxiety, and tiredness. They are helpful for everyone.

5. True.

Cleanliness, wiping spills as soon as they occur, cleaning surfaces and emptying trash regularly go a long way towards preventing the growth of bacteria and spread of infections.

6. False.

Hot water and soap is the best treatment for cleaning cutting boards on which you have cut raw meats.

7. False.

Covering food slows the growth of bacteria. Covered food is less likely to become contaminated.

8. True.

Products that have been in contact with bodily fluids should be disposed of daily. Daily disposal prevents contamination of other things. Sheets, towels and clothing should be washed in hot, soapy water or as directed.

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Video Shot on Location at:

IHSS Public Authority- San Francisco, CA
Center for Independent Living - Berkeley, CA
Community Resources for Independent Living – Hayward, CA
Arcadia Health Care, San Francisco, CA
Home Sweet Homecare, San Francisco, CA
Oakland, CA City Hall
SEIU Local – Oakland, CA InfoUse offices
Consumers' homes

Still Photos

Lydia Gans
Corbis Images
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Music • Richard Newman

Narration • Nick Despota

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- City of Oakland Film Office – Oakland, CA
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