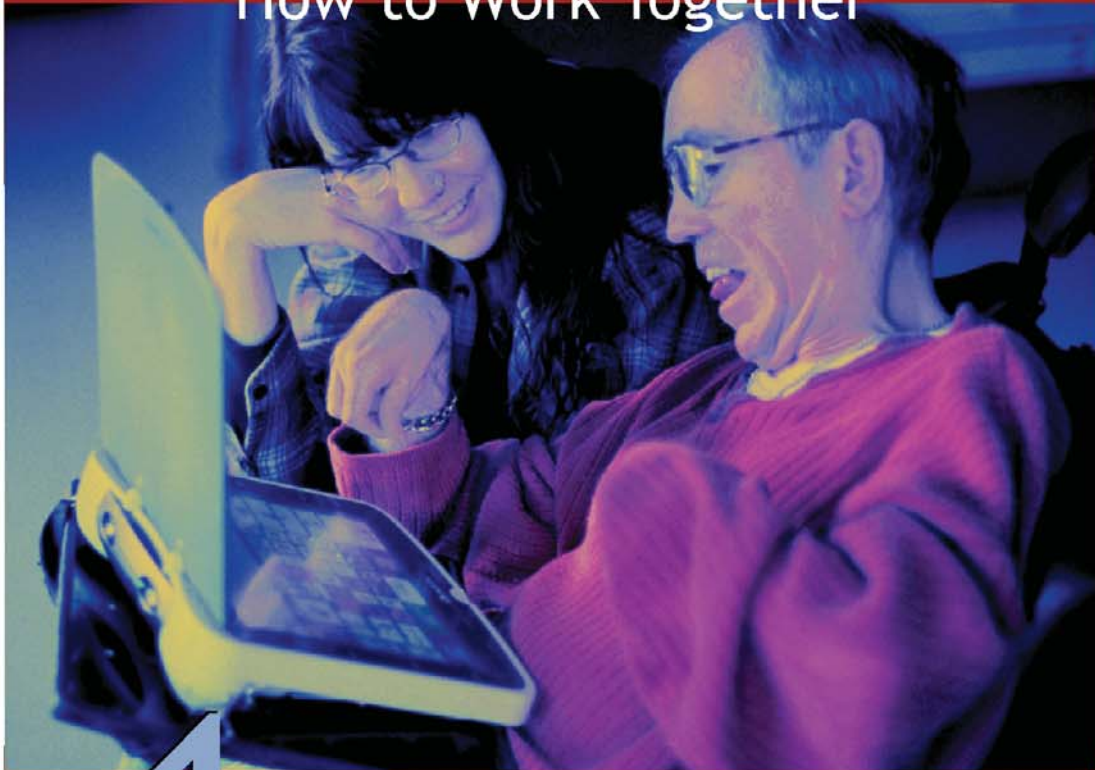


Consumer in Direction Personal Assistance

How to Work Together



4 Rights and Responsibilities

LEARNING GUIDE

Distributed by:

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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 4

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UNIT 4 – RIGHTS AND RESPONSIBILITIES

This Learning Guide accompanies Unit 4. Unit 4 has three lessons:

1. The work agreement

This lesson introduces personal assistants to the work agreement that described the work and rules for working. The lesson also presents how a work agreement can be updated and how to use it when work falls outside of the agreement.

2. Respect for boundaries

This lesson introduces privacy and independence as important parts of respect for a person with a disability. The lesson also describes the boundaries or limits in relationships and how they are relevant to personal assistance.

3 . Recognizing abuse

This lesson teaches about recognizing the signs of physical, mental, financial, and sexual abuse. The lesson emphasizes the importance of reporting abuse.

Begin by starting the video.

Lesson 1

The Work Agreement

FACTS

What is a work agreement?

The work agreement is your understanding of the job. It also is your employer's understanding of your job. Basic work agreements spell out what the personal assistant will do, number of hours, and pay. More detailed agreements cover benefits and rules.

If you have an agreement, it can help when you or the employer has a question about what you were hired to do.

What should be in a work agreement?

An agreement should include:

- Name of the employer (agency or consumer) and name of the personal assistant.
- Weekly schedule, rules for late arrivals, missed work, overtime, and making back-up arrangements.
- A list of job duties, and any time limits on performance of work, or other qualifications.
- Payment: amount, salary or hourly, who pays, what form, how often.
- Any benefit included: insurance, vacation, sick days, and any other benefits.
- Responsibility for record keeping and tax reporting.
- Use of consumer's property and/or supplies. Rules about guests, meals, board, and use of utilities.
- Responsibility for travel costs, cleaning supplies, gloves, etc.
- Conditions for firing or quitting: how much notice must be given, reasons why an assistant may be fired.
- The length of the agreement.

- Signatures, and the date.

Revising the work agreement

There are many reasons why a work agreement may need to be changed. The consumer's needs may grow, and the extra work may need more time or more pay. The assistant's schedule may change. Or the consumer may want to include rules for use of her property.

If a basic condition of the work changes, then it's time to revise the original agreement. For instance, the consumer may ask you to add tasks to an already full schedule. Ask the consumer to set aside time to discuss this. Come up with an agreement that's fair to both of you.

When to say no

The agreement lists tasks you agreed to do. But you may be asked to do tasks you did not agree to. Some of them may be things you have no problem with, like picking up groceries on your way into work one day. Decide when and where to draw the line. Here are a few guidelines:

- Never do anything that may put you, the consumer, or someone else at risk of injury. If you are asked to do a task that could cause injury or property damage, say no.
- If you are asked to do things that are outside your task description that you feel uncomfortable doing for any reason, say no.
- Refusing doesn't require rudeness. You can be polite: "I agree the windows need outside washing, Mr. Wilson. But that's not the kind of work I agreed to."

Lesson 1

The Work Agreement

QUESTIONS

1. The sole purpose of the work agreement is so you can be paid.
True or False
2. It is best to have the work agreement in writing.
True or False
3. A work agreement may be changed from time to time if conditions change.
True or False
4. Either the consumer or the personal assistant may ask for changes in the work agreement.
True or False
5. You must do all the tasks that the consumer asks you to do even if they are not in the work agreement.
True or False
6. All of the following must be included in the work agreement except
 - A. Who will pay you, and how much you will be paid
 - B. Work schedule and a list of work tasks
 - C. Names and contact information for your job references
 - D. Provisions for late arrivals, missed work, overtime, and back-up arrangements
7. It is necessary to have a work agreement so that you know
 - A. What is expected of you and what you can expect in return.
 - B. The schedule, hours of work, and how tasks are to be performed.

- C. The ground rules about using the consumer's property and other conditions.
- D. All of the above

LESSON 1

The Work Agreement

QUESTION FEEDBACK

1. False.

The work agreement will describe your pay. It also covers what you will do and what the employer will do, benefits, and any rules.

2. True.

A written agreement ensures that each person knows what is required and what the terms are.

3. True.

If the consumer's needs or your own needs change, the work agreement needs to be revised.

4. True.

If either of you have changes, you need a revised work agreement.

5. False.

You may be asked to do tasks that are not on the task list, and you may choose to do them if there is time, and there have not been a number of such requests. You may refuse to do tasks that are illegal or unsafe.

6. C.

Job references are not part of a work agreement.

7. D.

The work agreement covers all of these things: expectations, schedule, tasks and rules. It also can cover rules for termination, benefits and other guidelines.

You are now done with Unit 4, Lesson 1.

Lesson 2

Respect for Boundaries

FACTS

Respecting privacy and independence

The relationship between a personal assistant and a consumer can be very close. So it's very important that you respect each other's rights to privacy, confidentiality, and independence.

- Keep to yourself any details you learn about the consumer's medical condition, habits, sexuality, family and other relationships.
- Do not give anyone information about the consumer unless you have his permission to do so. Do not give out his name, address, phone number, or financial information.
- Respect the consumer's right to privacy. Knock on doors before entering. Leave the room if she is having a personal conversation with another. Notice when she wants to be alone.
- Neither of you has the right to ask questions about the other's personal life.
- Your work can be emotionally difficult. If you need a little time to yourself, say so.
- Respect the consumer's independence. Dignity is built on independence.
- Respect her religion, language, diet, and cultural beliefs.
- The consumer has the right to refuse services. Don't support any action that forces services on him.

What are boundaries in relationships?

Boundaries are limits set in the relationships between people. These limits are both physical and emotional. They may be either spoken or unspoken.

Behavior is guided by the boundaries that are set. You can be friendly and

have fun. You can enjoy a trusting relationship and be comfortable with each other without threatening the working relationship.

- Remember that you are there to provide services that can help a person with a disability lead a more independent life.
- Change the conversation or stop doing things that seem uncomfortable to your employer. What you think is humor or harmless banter may be offensive or embarrassing to the other person.
- Don't be a boyfriend or girlfriend with your employer.
- Don't offer or take alcohol or drugs with your employer.
- Don't have sex with your employer.
- Don't borrow or loan.

Boundaries and personal property

There are rights and privileges that come with being a worker in another person's home. These can be less clear for you than for either a resident or guest. For this reason, it's best to establish ground rules about the use of the consumer's home and personal property.

Raise these questions if they are not included in the work agreement. These questions apply to most workers. Some questions apply more to live-in assistants.

- Are meals included during the work period? Snacks?
- Can you use the consumer's telephone?
- Are cleaning supplies and equipment provided?
- Are you expected to, or can you, use the consumer's car?
- Are you expected to use your own car for errands while you are working? If so, will you be reimbursed for gas and parking?
- Are the kitchen, computer, TV, or stereo available for your personal use?
- Will you have your own key to the consumer's home?

- Are there parts of the house or apartment that are off-limits to you?
- Can you have guests? If so, under what conditions? How often?
- Are you responsible for the cost or replacement of things you may accidentally damage?

How can I tell if boundaries are unclear?

It is not hard to sense when boundaries in the work relationship are unclear. Here are some telltale signs:

- There is unnecessary physical contact.
- Working more hours when the job doesn't seem to need it.
- Telling each other unnecessary personal information.
- Spending time with the consumer outside working hours.
- Being closer than the job requires; for instance, borrowing money, clothes, or other personal property from each other.
- Conflicts or discomfort about your use of the consumer's property.

Lesson 2

Respect for Boundaries

QUESTIONS

1. You do not need to knock before entering a room because you are taking care of the disabled person.
True or False

2. Boundaries set the limits of right behavior between individuals.
True or False

3. You can share personal details about your employer as long as you don't reveal her name.
True or False

4. If you are a live-in worker, you are entitled to use the consumer's car, telephone, and TV for personal use.
True or False

5. In general, you should not become a boyfriend or girlfriend with the consumer.
True or False

6. Which of these actions are always okay when working in a person's home, regardless of whether you've asked for permission?
 - A. Personal use of the telephone
 - B. Snacking on available food
 - C. Borrowing clothing
 - D. None of the above

7. You should stop or redirect a conversation if
 - A. The consumer laughs.
 - B. You mention your personal life.
 - C. The consumer seems embarrassed or uncomfortable.

- D. You refer to the consumer's culture or religion.

LESSON 2

Respect for Boundaries

QUESTION FEEDBACK

1. False.

You may provide intimate personal care for a disabled person. However,

he has a basic right to privacy. Always knock before entering a room.

2. True.

Clearly defined boundaries that are honored protect both you and the consumer.

3. False.

You cannot tell any details that might identify the consumer. This includes names, type of disability, age, ethnicity, address, and appearance.

4. False.

Even if you are a live-in worker, you must get permission from the consumer before you use his personal property.

5. True.

Being a boyfriend or girlfriend with the consumer interferes with your duties as a personal assistant.

6. D.

None of these actions are appropriate if you did not get the consumer's permission. These actions may seem minor to you. But these actions break the rules - around the consumer's personal property.

7. C.

Respect the consumer's feelings. Don't talk about things that make him embarrassed or uncomfortable. You do not have to avoid talking about your personal life or the consumer's culture or religion. But you must be sensitive to his feelings.

You are now done with Unit 4, Lesson 2.

Lesson 3

Recognizing Abuse

FACTS

What is abuse?

There are four kinds of abuse: physical, sexual, financial, and emotional. As a personal assistant, you should not engage in any of the following actions. You also should report if you see anyone else doing the following abusive actions.

Physical abuse and neglect can include

- Striking, slapping, or other means of intentional harm.
- Touching or handling in a threatening way.
- Careless treatment during assistance.
- Refusing to provide help needed to eat, dress, or use the toilet.
- Not allowing the disabled person to use eyeglasses, hearing aids, medication, communication devices, canes, or wheelchairs.
- Giving too much medication, or not giving necessary medication.
- Not giving necessary medical care.
- Not giving necessary foods, or giving only poor quality foods.
- Using belts or straps to prevent a person from moving against their will.

Sexual abuse can include

- Touching in a sexual way that causes uncomfortable feelings.
- Pressure to engage in sexual acts.
- Not giving the disabled person information about disease prevention, contraception, or reproductive options. This can include information about abortion, sterilization, condoms, or birth control.
- Suggestive comments or looks.

Financial abuse can include:

- Theft or intentional damage to property.
- Pressure to spend the consumer's money for things he or she doesn't want.
- Borrowing money or property and not repaying or return it.
- Not allowing the consumer access to his money. Misusing a consumer's credit cards or ATM cards. Misleading a consumer about his or her accounts.
- Pressuring the consumer to sign legal papers that he or she does not understand or has not read, such as Durable Power of Attorney.

Mental abuse can include:

- Threats to the person, to loved ones, or to pets.
- Slurs about nationality, ethnicity, color, or other personal insult.
- Isolation from friends and family.
- Denying another's right to make his or her own decisions.
- Harassment, willfully causing anxiety and distress.

Reporting abuse

Most states require that home health care workers report the suspected abuse of a vulnerable person. A vulnerable person may be anyone who, because of either a physical or mental condition, cannot care for himself.

If you suspect abuse but do not report it, you can be fined or even put in jail. If you see or suspect abuse:

- Write a report. Describe the physical or emotional conditions that you have seen. Include the name, address, and age of the person. Write down things

you have seen that might suggest previous injuries or neglect.

- If you work for an agency, follow your employer's policies for reporting abuse. Your employer may know of earlier events with this person.
- If you do not work for an agency, report suspected abuse or neglect to the local office of Adult Protective Services. For persons under 18 years of age, report to Child Protective Services.
- If you suspect a crime, report your suspicion directly to local police.

LESSON 3

Recognizing Abuse

QUESTIONS

1. Most states require home health workers to report abuse.

True or False

2. Careless treatment can be considered abuse.

True or False

What type of abuse are the following?

3. Breaking the stereo system without admitting it.
- A. Physical
 - B. Sexual
 - C. Financial
 - D. Mental
4. Threatening to get rid of the cat if it misses the litter box.
- A. Physical
 - B. Sexual
 - C. Financial
 - D. Mental
5. Asking the disabled person to buy a magazine you want even though you know she would not normally buy it.
- A. Physical
 - B. Sexual
 - C. Financial
 - D. Mental

6. Delaying or refusing to help with eating, dressing or toileting when the consumer asks for it.
 - A. Physical
 - B. Sexual
 - C. Financial
 - D. Mental

7. Making suggestive comments about your employer's body.
 - A. Physical
 - B. Sexual
 - C. Financial
 - D. Mental

8. Deciding when the consumer can or cannot watch television.
 - A. Physical
 - B. Sexual
 - C. Financial
 - D. Mental

Lesson 3

Recognizing Abuse

QUESTION FEEDBACK

1. True.

Most states require that home health care workers report the suspected abuse of a vulnerable person. A vulnerable person may be anyone who, because of either a physical or mental condition, cannot care for himself.

2. True.

Careless treatment can be considered abusive. This is true even if it occurs accidentally

3. C.

If you break something and do not tell your employer, this is financial abuse. It forces him to pay for your error.

4. D.

Making threats of any kind to the disabled person, to loved ones, or to pets is mental abuse.

5. C.

Making the disabled person pay for something she does not want is financial abuse.

6. A.

Delaying or refusing to help with basic needs is physical abuse.

7. B.

Making suggestive comments is sexual abuse.

8. D.

Not letting the consumer make his own decisions is mental abuse.

You are now done with Unit 4, Lesson 3.

Credits

Principal Investigator

Lewis Kraus, InfoUse, Berkeley, CA

InfoUse staff

Sylvia Chong

Nick Despota

Stuart Hanson

Lita Jans

Credits

Principal Investigator
Lewis Kraus, InfoUse,
Berkeley, CA

InfoUse staff

Sylvia Chong
Nick Despota
Stuart Hanson
Lita Jans
Jeannette Nelson
Heather Nygren
Joan Ripple
Monica Slater
Susan Stoddard
Tanya Temkin
Sabrina Tom
Josh Uretsky

Project Consultants

Edna Brean
Carolyn Vash
Judith Heumann

Support Team

Tuukka Hess
Eileen Libby

Production Team

Sylvia Chong
Nick Despota

Programming

Jonathan Lyerly

Graphics

Studio J, Novato, CA

Video Interviewees

Introduction

Judith Heumann

Perspectives: – Consumers

Dorothy Conley
Patrick Wm. Connally
Michael Kwok
Renee Pollard

Personal Assistants

Claudia Broderick
Jonathan Gold
JoAnn Haight-Liotta
Grace Manawatao

Agency Representatives

Sergio Alunan, In Home
Supportive Services (IHSS)
-Public Authority, San
Francisco, CA

Jacqueline Jan Garrett,
Center for Independent
Living - Berkeley, CA

Julia Pearl Love, Home
Sweet Homecare, San
Francisco, CA

David Monson,
Community Resources for
Independent Living –
Hayward, CA

Charles E. Symes II,
Arcadia Health Care,
San Francisco, CA

Actors

Nick Despota
Mark W. Hendrix
Lita Jans
Joan Ripple
Monica Slater
Sabrina Tom
Brian Vouglas
Pamela Walker

Teleprompter

Mike Fleming

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

Getty Images

Music

Richard Newman

Narration

Nick Despota

Lee Tsoflias

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For additional copies of this *Learning Guide* or others in this series contact:



5620 Business Ave., Suite B • Cicero, NY 13039
Telephone: 800-543-2119 • Fax: 315-452-0710
www.disabilitytraining.com

Unit 4 - Rights and Responsibilities

UNIT 4 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.

Covers:

- Work Agreements
- Reporting Abuse
- Privacy Issues

This training series, along with the accompanying videos, is intended for people who are personal assistants or who are training to become personal assistants. The series focuses on the concept of the person with a disability as the “boss” who manages the services he or she wants. Other units in this series include:

Consumer Direction: What is it? • Unit 1
Health and Safety • Unit 2
Communication • Unit 3

Learn from insiders. You’ll get tips, viewpoints and experiences from people who need your services, from personal assistants and from placement agencies.

Learn at your own pace. Use printed Learning Guides for facts presented in each unit. Review lessons, stop-and-start the

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5620 Business Ave., Suite B • Cicero, NY 13039
Telephone: 800-543-2119 • Fax: 315-452-0710
www.disabilitytraining.com