



DIVISION OF DEVELOPMENTAL DISABILITIES

# CONSUMER & FAMILY TOOL BOX

Tips and ideas on how to make good working relationships  
between people with developmental disabilities, families  
and independent providers!

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<http://www.azdes.gov/ddd>

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# CONSUMER & FAMILY TOOL BOX

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# CONSUMER & FAMILY TOOL BOX

## Overview and General Tips

The Division of Developmental Disabilities is happy to provide this “Tool Box” of tips and ideas on how to make the working relationships between people with developmental disabilities, families and Independent Providers even better. Many of you may already use some of the suggestions we offer here but we hope you find at least a few ideas that will be helpful in developing supportive relationships with new providers and enhancing already existing provider relationships.

In any good relationship, communication is key to keeping it good. The best advice that we can give you as the employer of your Independent Providers is to communicate clearly and openly with them. If you see something that you do not like or are uncomfortable with, let your feelings be known constructively. Many individuals and families often feel that if they complain or provide constructive feedback to their provider, the provider may quit, leaving them without a much needed service. We suggest you try to think of the services provided by your Independent Provider as similar to any other service you purchase. If you took your car in for a repair and it was not done correctly, you would of course talk to the service manager and let him know why you do not feel you received good service and ask that he take care of the issue. If the dry cleaner cleaned your grandmother’s wedding dress and did a great job, you would let her know how pleased you are with the service. Likewise, you must work with your provider and communicate issues of concern as well as praise.



The relationships between families, consumers and providers are rewarding, but can be complicated. Families and consumers appreciate the providers who provide care and often become close to them. On the other hand, the relationship may sometimes be tense. Having someone other than a family member providing support may feel intrusive or be disruptive to the household routine. Clear expectations and well-defined needs contribute to positive relationships.

The following information can assist you in establishing and maintaining a professional working relationship with providers.

### **Establish a Code of Conduct**

A Code of Conduct is a document used to outline the individual and/or family's expectation of how people will act toward each other during the delivery of supports and services and details the responsibilities each party agrees to. Typically, a Code of Conduct outlines the responsibilities of the provider, the consumer and any family members. A Code of Conduct is a good place to describe your house rules. These could include such things as telephone use, breaks, smoking, etc. A sample Code of Conduct is included here to assist you in developing your own.



### **Keep Expectations Clear and Reasonable**

As a consumer or family member you have the right to choose your provider. You also have a responsibility to be clear and reasonable in your expectations. One way of being clear about your expectations is to develop a job description for the provider. Another way is to provide a specific orientation to your needs or those of your family member. Examples of job descriptions and personal profiles are included in this “Tool Box”.

### **Understand the Service and What It is Designed to Provide**

Each service has a specific definition that describes the service or support. These definitions are formally described in the Service Specifications that are used in the provider's contract with the Division. “User friendly” definitions of each service are provided to guide you in developing the job description for the provider.

An example of a service definition would be that Respite is to provide a break for the primary caregiver. You will find further examples of a service definition in this book.

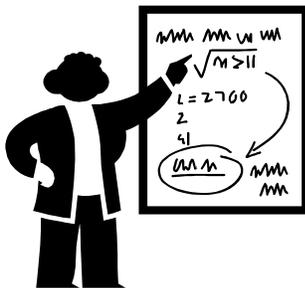
### **Interview Your Potential Provider**

As the employer, you have the opportunity and responsibility to interview potential providers to see if your needs will be appropriately met. Interviewing a potential employee is both an art and a science. The art is going with your instincts. The science is asking questions carefully tailored to determine the ability of the provider to meet your needs. Some sample questions are included, but you will want to design questions that further define your needs and the provider's ability to meet those needs.



### **Train Your Provider**

While each service has a specific definition, you, as a consumer or family member know exactly how you want the service to be provided. The provider will have basic knowledge of the support to be provided as a result of your interview, but you may have to provide specific training or modeling of the support. As the employer, you are responsible to give the provider sufficient knowledge of the specific needs of the individual being supported. A training outline can be developed based upon the job description you write.

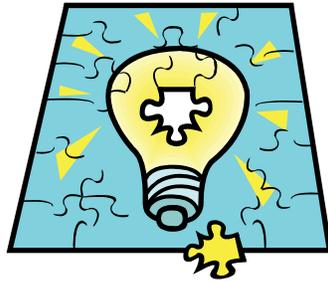


### **Provide Feedback to Your Provider**

We all recognize a job well done, but often forget to acknowledge it. We are often uncomfortable telling people negative things. Feedback is a tool to inform your employee of things you like and appreciate as well as let them know what is not working or could improve. It can be a very positive experience, even when sharing information that makes you uncomfortable. Concerns can be expressed in ways that allow the provider to learn from your feedback. Some guidelines are included in this “Toolbox” as well as a sample performance evaluation form.

## **Solve Problems**

If, after providing feedback and discussing things with your provider, you still are having issues, you have some options. You could ask your Support Coordinator to facilitate a meeting between you and the provider to resolve your issues. There are advocates within the Division who could assist in resolution. If you would like to have an advocate assist you with your concerns, please call 602.542.0419 or 1.866.229.5553. If you still cannot resolve your differences, it might be time to explore the option of finding a new provider.



# Code of Conduct

A Code of Conduct defines the expectations of all parties regarding behavioral and job responsibilities. Following is a sample Code of Conduct that you can use as a guide to develop your personalized Code of Conduct.



## **Responsibilities of All Parties**

Be respectful at all times

Do not borrow or lend money

Provide advance notice of schedule changes

Be clear in all communication

Follow the job description or discuss changes in advance

Keep information confidential

Report any case of suspected fraud to the Support Coordinator

Keep a positive attitude with each other

Listen to each other

## **Provider Responsibilities**

- Participate in Individual Support Plan meetings as requested
- Do not ask for additional money to increase rate
- No smoking except on breaks and it will be done on the patio
- No personal phone calls except in emergencies
- Be on time
- Keep accurate time sheets
- Pay my own way for requested outings

## **Consumer/Family Responsibilities**

- Notify provider of changes in health status
- Review and sign the time sheet accurately and timely
- Provide money for the consumer for requested outings
- Do not expect provider to care for other family members or friends

## Services, Sample Personal Profiles and Job Descriptions

Following is a brief description of each service, the goals and settings for the service and some general objectives for each service. You will also find sample personal profiles and job descriptions for each service. These tools will assist support providers to understand your needs regarding the type of support he/she will be providing.

### **ATTENDANT CARE**

This service provides necessary support in order for the person to remain in his/her own home and/or participate in work or community activities. The goals of the service include assisting the person to have a safe and clean home, stay healthy and clean and have good meals. This support may occur in the person's home or in the community. Based on the person's specific needs, as identified through the Individual Support Plan process, some of the tasks related to Attendant Care may include:

Bathing  
Tooth brushing  
Using the toilet  
Dressing  
Hair washing  
Eating and meal preparation  
Transferring to or from a wheelchair  
Planning and shopping for meals  
Participating in community activities  
Self-medication or medication reminders  
Housecleaning and laundry, etc. (cannot exceed 20% of the provider's total time per week)



### **Personal Profile for Attendant Care for Mona Smith**

I'm Mona Smith. I am 38 years old and have cerebral palsy. Because of my cerebral palsy, I use a power wheelchair, an augmentative communication device and require total assistance for almost all activities. I have a Master's degree in computer programming. I do my work by using a pointer that is attached to a head band to allow me to access my computer. Because I do my work at home, I keep rather odd hours. I often work late into the night because that is when I do my best work.

I usually wake up about 9:00am. The job description details my care needs throughout the day and into the night, but here are some things about me. I'm not a picky eater, but I don't like lima beans. I like 80s rock and roll and mystery novels. In spite of my care needs, I value my privacy. I typically do not like to sit around and chat.

I need care providers to be prompt and show up as scheduled. Because you have total access to my home, I need providers to be absolutely honest and trustworthy. You literally have my life in your hands. I want you to feel free to ask detailed questions about my needs. I feel most comfortable when we have clear and open communication. You must understand that I know my needs better than anyone and I am not being demanding when I ask you to perform certain tasks.

My personal appearance is very important to me. I like to be neatly groomed and feel naked without make-up on every day. While it is often awkward to get my clothes on, I need them to be smoothed into place to protect my skin.

Occasionally, I have friends over to visit. I ask that you not be part of my visits with my friends, but be available if I need you. Be assured I will not expect you to serve my friends food or drink or be available to them for any reason.



**Job Description for Attendant Care for Mona Smith**

The purpose of this job description is to provide you with a brief description of my support needs. I need you to be prompt and reliable. If you want to take time off, I need at least two weeks notice to make other arrangements for my care. Please feel free to ask any questions to insure my care is appropriate. I also ask that while you are performing personal care, you look at my body and inform me of any scrapes, bruises or skin problems. Throughout the day, I will notify you of my need to use the bathroom.

**Morning Care:**

Transfer from bed to shower chair using the Trixie Lift.

Shower includes washing all of my body including my hair.

While in shower chair, brush my teeth, style my hair and apply my make-up.

Put on my scoliosis jacket making sure it is on correctly. Put on my ankle foot orthoses (AFOs).

Dress me in clothes I select.

Transfer me to my power wheelchair.

Prepare my breakfast...I like cereal, usually, but will let you know if I want something different. I prefer tea and juice with my breakfast.

Assist me with eating.

**Mid-Morning Care:**

Most likely, I am working in my office. Please be sure I have my water bottle accessible and my headband and pointer on.

Clean up breakfast dishes.

Clean bathroom.

Change bedding, as needed, but no less than three times per week.

Do laundry, as needed.

Clean the house, i.e., mop, vacuum, dust, etc., as needed.

Plan and shop for meals, as needed.

**Mid-Day Care:**

Prepare and assist me with eating lunch.

Clean up lunch dishes.

**Afternoon/Evening Care:**

Prepare and assist me with eating dinner.

Clean up dinner dishes.

Most evenings, I will be back in my office working until about 10:00 pm.

**Bedtime Care:**

Wash my face.

Brush my teeth.

Transfer me to bed using the Trixie lift.

Dress me in my nightclothes.

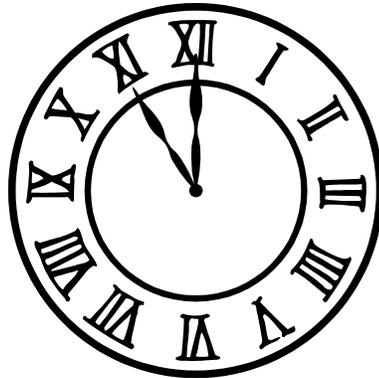
Make sure my water bottle and emergency alert are accessible.

**Other Duties:**

I pay my bills on-line and need no assistance except for my rent check. Once per month, I need you to do that for me.

I need to be driven to and from activities and doctor's appointments. You will need to use the lift on my van and tie my chair down and drive me where I need to go.

The hours I need support are intermittently from 8:00 am to 11:00 pm.



**Personal Profile for Attendant Care for Mickey Davis**

My son, Mickey, is 18 years old. He needs help every morning to get ready for school. He needs assistance in bathing, tooth brushing, hair care and dressing. He can prepare his own breakfast, but needs reminders of appropriate breakfast food.

Mickey is a very fun-loving, happy young man; however, he will try and pretend he can't do things for himself. He will rely on his cuteness to get you to do things for him. Mickey needs a firm voice and no more than three directions to do something. He needs assistance in adjusting the water temperature for his shower and reminders that he only needs one squirt of shampoo. He needs reminders to brush his teeth more than 10 seconds. Mickey needs reminders to use an appropriate amount of hair moisturizer (he calls it "hair juice"), however, he is very good at rubbing it in and styling his hair. Mickey uses an electric shaver and needs supervision while using it. He can choose his own clothes, but needs guidance to choose weather appropriate clothing. He needs help tying his shoes and making sure they are on the right feet.

### **Job Description for Attendant Care for Mickey Davis**

The purpose of this job description is to provide you with a brief description of Mickey's support needs. I need you to be prompt and reliable. If you want to take time off, I need at least two weeks notice to make other arrangements for his support. Please feel free to ask any questions to insure his support is appropriate.

#### **Weekday Mornings – 6:30 am to 8:00 am**

Greet Mickey and remind him it is time for his shower.  
Remind Mickey of appropriate amounts of shampoo.  
Remind Mickey to brush his teeth for longer than 10 seconds.  
Remind Mickey of appropriate amounts of hair moisturizer.  
Assist Mickey, as needed, to choose appropriate clothing.  
Supervise shaving and assist as needed.  
Adjust water temperature.  
Help with shoe tying.  
Supervise breakfast preparation.



### **HABILITATION**

Habilitation provides a variety of support designed to increase a person's independence. The goals of this service include supporting a person to gain knowledge and skills, assisting in learning socialization skills and appropriate behavior as well as gaining and maintaining a quality life. This support may occur in the person's home or in the community. Based on the person's specific needs, as identified through the Individual Support Plan process, some of the tasks related to Habilitation may include:

- Assistance and training related to personal and physical needs and routine daily living skills
- Implementing strategies to address behavioral concerns
- Ensuring health needs are being met
- Implementing therapy recommendations
- Training in mobility or alternative or adaptive communication
- Assisting in learning to use community transportation

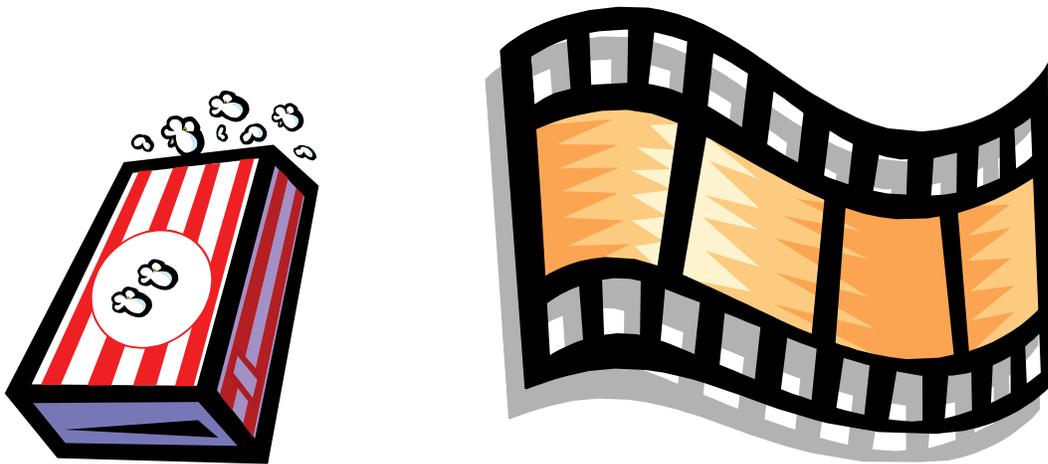
### **Personal Profile for Jim Rodriguez**

I'm Jim Rodriguez. I'm 15 and I want to be out in the world. I need help with money and learning how to talk with strangers. Sometimes, I run up to people because I want to meet them. My mom says this isn't a good thing because I don't know them. I would like to go to movies and McDonald's and have fun.

### **Job Description for Habilitation for Jim Rodriguez**

The purpose of this job description is to provide you with a brief description of my support needs. I need you to be prompt and reliable because I get upset if my routine is disturbed. If you want to take time off, please let me know at least two weeks in advance so I can make other arrangements. Feel free to ask me any questions about what I need.

I want to go out and do something two times each week. I want to do something on Saturday and on Wednesday. I need you to help me plan and budget for my fun time. Videos, movies, McDonald's and anything else you think of will be okay. I don't have much money, so maybe sometimes we can go to the park and play basketball. Help me learn how to meet other people. I want to make lots of friends and be happy.



### **Personal Profile for Habilitation for Dale Washington**

I'm Dale. I'm 32 and I have my own place. I'm good at keeping my apartment nice and clean. I have a job at a recycling plant and I'm one of the best workers there. They really need me because I am a good role model for the other guys.

I need help with my budget and food choices. I have a hard time with food; I would love to eat everything, but I know that's not good for me. I like to spend money on lots of stuff, but I need to pay my bills first. You need to know that when you try to help me make good food choices, I might get mad at you. I will really try to not hit you or run away, but sometimes I can't help myself.

### **Job Description for Habilitation for Dale Washington**

We need to make an agreement before you start to work with me. I will let you know what I can do to help myself and you tell me what you need to do to make sure I am safe and make good choices. If I get upset when you try to help me make good choices, remind me of the agreement and then leave me alone. While it is very difficult for me, if you give me space I will calm down.

Because I have so many problems making good food choices, I will need you to come over twice a day during the week and three times a day on the week-end. You will need to make sure I don't have access to all of my food or all of my money because that wouldn't be good for me. I can cook my own food and make my lunch, but I need you to be around when I do.

We will need to go shopping fairly often because I can't have too much food around. I will need help with my budget because I might spend all of my money on food or other stuff. I need reminders to pay my bills and I will need you about 20 hours a week.



## **HOUSEKEEPING**

Housekeeping provides assistance in keeping a clean and safe home. Duties can include:

- Dusting
- Vacuuming
- Cleaning the bathroom
- Changing sheets and making the bed
- Laundry
- Shopping for food and household supplies
- Other duties as described in the Individual Support Plan



### **Personal Profile for Housekeeping for Emily Jones**

Emily is 50 years old and lives with her 75 year old mother. Emily needs total support for all of her personal care needs. Emily's mother provides all of this care, but due to her increasing age and personal illnesses, she can't take care of the housework.

### **Job Description for Housekeeping for Emily Jones**

The purpose of this job description is to provide you with a brief description of the support needs for Emily. Housekeeping is needed one time per week. The day may vary based on medical appointments for Emily and her mother. The time needed is approximately two hours. Duties include:

- Changing Emily's bed
- Washing Emily's clothes
- Vacuuming and dusting Emily's room and the common living areas of the home
- Mopping the kitchen floor
- Cleaning the bathroom
- Other tasks as appropriate

### **RESPIRE**

This service provides short-term care and supervision in accordance with the person's Individual Support Plan. The goal of the service is to provide a "break" for the caregiver. This service can be provided in the person's or the provider's home. Duties may include:

- Providing for the social, emotional and physical needs of the person
- Ensuring medication is taken as prescribed
- Providing appropriate first aid or attention to an illness or injury
- Providing appropriate food
- Following the person's Individual Support Plan.



### **Personal Profile for Respite for Maggie Sullivan**

My name is Maggie. I'm 5 years old. I like to watch videos and play with babies. I hate rice, but I love ice cream. Please don't raise your voice to me because that will upset me. When its time for me to sleep, I need my mouse, Leroy. He's gray and fuzzy. Don't forget to give me my pills at 8:00 am, noon and 4:00 pm because without them, I could get sick. If I have a seizure while I'm with you, write down the time and how long it lasts and what it looks like. Don't try to hold me down or put anything in my mouth. Move furniture away from me so I don't hurt myself. I will be very sleepy when it's done and I will want Leroy.

### **Job Description for Respite for Maggie Sullivan**

The purpose of this job description is to provide you with a brief description of Maggie's support needs. Because we use respite occasionally, I hope you will let me know when you will not be available. Maggie will stay at your house. We will bring all of her clothing, medications and Leroy. We will also give you money for special outings and/or treats. Maggie must have her Dilantin (100mg at 8:00am, noon and at 4:00pm) every day. She must also drink plenty of fluids throughout the day. Notify us of any seizure activity (see Maggie's personal profile). In addition to watching her, especially in the community, we expect that you will treat her with love and kindness, as if she were one of your own children. Thank you.

### **Personal Profile for Respite for Peter Cole**

My son, Peter is 43 years old and doesn't speak. He does, however, let you know when he needs something. If he wants water or juice, he will either take you by the hand and lead you to the refrigerator or he will make a noise and point to the fridge. If he's hungry he will do the same type of thing. If he wants to watch television, he will get the remote control and give it to you. He can use the bathroom by himself, but you must remind him every hour and after he has something to drink.

Peter doesn't take any medicine. He is a very healthy guy. While you are with him, he may become upset as he doesn't like to be away from me. If he becomes upset, give him the framed photograph of me that sits on the TV stand. Also, reassure him that I won't be gone for very long.



### **Job Description for Respite for Peter Cole**

I will need you to provide respite for Peter every Monday from 9:00am to 1:00pm. I may also need you at other times. When you arrive on Monday morning, Peter will have had his breakfast and be groomed for the day. He typically likes to look at magazines in the morning, but he may want to watch TV. He likes to go for a walk around the neighborhood about 11:00am. He needs to you help him watch for traffic and I want you to remind him, verbally, to look both ways before crossing the street. After your walk, he will be ready for lunch. He needs reminders to wash his hands and face before and after his meals. His favorite lunch is a grilled cheese sandwich, tomato soup and an apple; however, I will have leftovers available in case he would like something different.

## Sample Interview Questions

You may want to do a job interview with potential support providers. The interview could be formal or informal. While you will want to tailor your questions to your specific needs, following are some general questions you may wish to ask.

How would you describe yourself including strengths and areas you would like to improve?

Do you have any special training or experience that would help you on this job?

What is your experience in working with people with developmental disabilities?

Why are you interested in providing support to me/my family member?

Why did you leave your last position?

What do you like best about this type of work?

What do you like least about this type of work?

Why are you the right person for this job?

What kind of supervision do you need?

What would you do if we disagreed about something?

What kind of situations make you tense or nervous?

Describe a difficult problem you have had to handle. What did you do?

Tell me why you think you are reliable and dependable.

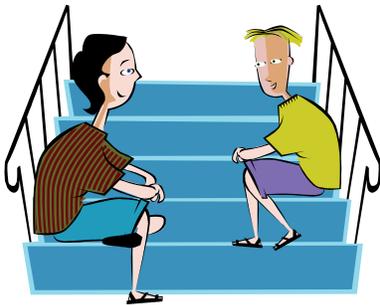
What else would you like to tell me about yourself?



## Providing Feedback to Your Employee

Effective communication is critical in having a positive working relationship with your employee. One of the key components of effective communication is providing frequent feedback, both positive and corrective. If your employee is performing well, frequent praise and encouragement will increase motivation. Any problems with performance should be clearly stated and the desired performance should be coached.

One important principle to remember in providing feedback is that positive and corrective feedback should be given as close as possible in time to when the relevant performance occurs.



### **Guidelines for Giving Positive Feedback**

Choose a time and a place so you can avoid interruptions and not be over heard by others.

Clearly describe what the employee did to deserve praise.

### **Express appreciation and explain how their performance helps you**

Guidelines for Giving Corrective Feedback.

Choose a time and a place so you can avoid interruptions and not be overheard by others.

Focus on the problem, not the employee.

Identify exactly why the problem causes difficulty for you and why it cannot continue.

Ask for the employee's help in resolving the problem and discuss the ideas he/she offers for the solution.

Reach agreement on specific actions that each person will take to solve the problem and establish a specific time frame for the resolution.

If you want to do a formal evaluation of your provider, you may wish to consider the following factors in determining what to evaluate:

Establishes a good working relationship.

Communicates well.

Works to assist you on following through with the Individual Support Plan.

Has knowledge and skills to meet your needs.

Respects your culture, rules and values and maintains your privacy.

Guidelines for Giving Corrective Feedback.

Demonstrates a professional attitude by being on time and following through with all tasks.

Overall, meets your expectations.



**My Support Coordinator** \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

**My Fiscal Intermediary** \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_



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