

Island Senior Resources

Private In-Home Provider (PIP) How To Guide

Types of Home Care Services

Home care may include any of the following services:

- **Personal Care**
 - Such as assistance with dressing, feeding, and personal hygiene to facilitate self-care.
- **Homemaking**
 - Such as assistance with household tasks, housekeeping, shopping, meal planning and preparation, and transportation.
- **Respite Care**
 - Such as assistance and support provided to family caregivers.
- **Companion**
 - Such as social contact, accompaniment on walks or errands
- **Chore Services**
 - Such as housekeeping tasks, grocery shopping, laundry, some meal preparation. No personal care.
- **Home Health Aide**
 - All the above chore tasks as well as personal care needs, but no skilled nursing services.

These terms are used by some agencies to assign costs. They also may give you an idea of the level of care you or your family member may need. With each level, expect to pay more per hour, although this may vary.

Determining What Help is Needed

At some point, it may become clear that some activities of daily living are no longer being accomplished or are done only with great difficulty. To determine what help is needed, you may want to list necessary routines and ask yourself what you can do alone, what your family is able and willing to do, and what is not being done. Once you have examined the needs, you can develop a job description for your worker.

Use this table to help identify your needs:

Task	Supervision	Verbal Instruction	Set-Up Help	Physical Assistance
Bathing				
Toileting				
Transferring				
Ambulation (walking)				
Eating				
Dressing				
Transportation				
Cooking				
Shopping				
Medication Management				
Telephone				

Credentials

When hiring private home care providers, you must determine what (if any) credentials you are looking for. Here are descriptions of common terms you will encounter when hiring home care workers.

CNA/NAC-

Nurses' aides are known as CNAs in most states. In Washington State, nurses' aides use the job title "nursing assistant -- certified." The state's Department of Social and Health Services oversees and approves training programs for NACs and administers their licensing examinations. The Department of Health performs background checks on each applicant and issues the state license after they have passed a certification exam.

NACs and CNAs are responsible for most of the patients' daily hands-on care, including basic medical duties and daily hygiene. They clean catheters, make beds, and turn the least-mobile patients regularly so they don't develop bedsores. They help patients dress, eat and use the restroom, bathe them and help them with walking or regular exercise.

NAR -

Nursing Assistant Registered - New graduates from NAC training programs can begin working in the field immediately, registering with the state as a "nursing assistant -- registered" (NAR) within three days of being hired. NARs can legally work for up to 120 days, while they take their NAC certification test and wait for the NAC license to be issued.

LPN – Licensed Practicing Nurse –

LPNs perform a variety of tasks under the supervision of a registered nurse. They administer medicine & injections and take vital signs. LPNs usually provide more basic nursing care and are responsible for the comfort of the patient.

LPNs must complete an accredited practical nursing course from a state-approved program, to receive certification. Once that is completed, they must pass the National Council Licensure Examination (NCLEX-PN) in order to obtain a license and be able to work as an LPN.

RN – Registered Nurse –

All registered nurses require a nursing license acquired by completing an accredited nursing program and passing the National Council Licensure Examination (NCLEX-RN).

RNs may administer medication and treatment to patients, coordinate plans for patient care, perform diagnostic tests and analyze results, instruct patients on how to manage illnesses after treatment, and oversee other workers such as LPNs, nursing aids, and home care aides.

RNs and LPNs are required to keep documentation showing at least 531 hours of active practice and 45 clock hours of continuing education within each three-year cycle.

To Verify the Credentials of a Health Care Provider with the WA State Department of Health, visit:

<https://www.doh.wa.gov/LicensesPermitsandCertificates/ProviderCredentialSearch>

Paying for Home Care

Private-Pay

All in-home care services are available as a private, out-of-pocket expense.

Medicaid

Income-eligible seniors may qualify for state-funded Medicaid services called COPES or CFC. Call your local Information & Assistance office for more details. Contact information is located on the front page of this packet.

If you are currently receiving Medicaid funded In-Home Care, you may hire through an agency or The Home Care Referral Registry matches Washington State residents who receive publicly funded in-home care services with screened and pre-qualified home care workers. **Phone:** (360) 707-2368

Medicare covered Home Health

To qualify for Medicare-covered services certain requirements must be met:

- ◆ A physician must approve and order each type of service received.
- ◆ The older person must be homebound, that is, have a medical condition which makes it difficult to obtain services outside the home.
- ◆ The older person must need skilled nursing or rehabilitation services, not just help with personal care or assistance tending a chronic condition.
- ◆ Care must be provided by a Medicare approved “Home Health” provider.

Some of the professionals who may be providing services may include: a nurse, home health aide, occupational therapist, physical therapist, social worker, and/or speech therapist. These services are usually time limited.

If you think you or a family member may qualify for these kinds of services, contact the older person’s physician and request that Medicare nursing services be ordered.

Locating a Home Care Provider

Providers for in-home care can be hired 2 ways:

1. Hire Through an Agency

This method will save time and the interview process but expect to pay several dollars more per hour for services that are structured in graduating levels. Agencies may also have requirements for a minimum number of hours. Some may offer a flat rate for a particular service like bath assistance and a minimum hourly requirement for a home health aide.

What is a Home Care Agency?

Home care agencies provide non-medical services to ill, disabled, or vulnerable individuals, enabling them to maintain their highest level of independence and remain in their homes.

The WA State Department of Health licenses home care agencies to assure care is provided within health and safety standards established by statute and rule. The department enforces the standards by periodically conducting on-site surveys of these agencies.

Some of the licensing requirements include:

- Washington State Patrol criminal background checks in compliance with RCW 43.43.830-842.
- Current business license(s).
- Evidence of professional liability, public liability, and property damage insurance.
- For more information on licensing requirements, visit: <https://www.doh.wa.gov/>

Agencies offering services in Island County:

- Agencies are listed alphabetically.
- This list is not an endorsement or recommendation.
- All licenses were active as of the date this listing was updated.

Home Care Agencies	Phone	Website	License #
Cascade Companion Care	425-361-0044 888-390-6068	www.cascadecompanioncare.com	IHS.FS.60157484
Catholic Community Services	877-870-1582	www.ccsww.org	IHS.FS.00000247
Home Instead Senior Care	360-982-2461	www.homeinstead.com	IHS.FS.60112523
Home watch Caregivers	360-240-9525	www.homewatchcaregivers.com/oakharbor	IHS.FS00000088
All Ways Caring (Formerly ResCare)	360-331-7441 866-737-2273	www.rescare.com	IHS.FS.00000226
Right At-Home	360-392-3934	www.rahnwwa.com	IHS.FS.60298689
Sunrise Home Care	800-984-9044 360-336-0798	www.sunrisecommunityliving.com/what-we-do/home-care	IHS.FS.00000447
Visiting Angels	800-365-4189	www.visitingangels.com	IHS.FS.00000462

2. Hire a Private Provider

This method generally will save you money, but it is more work to screen, interview, and hire workers. It is YOUR responsibility to interview, check references, and negotiate duties and pay. Please read through this packet for guidance on hiring private home care providers.

- **Word of Mouth** – The best way to find a worker is to get a recommendation from a family member, friend, or someone else you trust. Let them know you are looking. Your church or synagogue, or an organization you belong to may also be important resources.
- **The PIP List** - The Private In-Home Provider (PIP) List is a directory of private individuals seeking home care work who have received a WSP background check. For more information and to obtain a copy of the list, contact your local Information and Assistance office. Contact information is located on the front page of this packet.
- **Advertising** - You may want to check the “Situation Wanted” section of the classified ads of your newspapers. Or you can place an ad in a local paper. At a minimum, your ad should include hours needed, a brief description of duties, telephone number and time to call. You could also mention preferences such as non-smoker or male/female, and wage offered.

Job Description and Contract

The purpose of a job description or contract is to clarify the duties and responsibilities of both the employer and the worker. Having a formalized agreement is essential if there is a dispute about salary, hours of work, tasks, etc. A contract/job description can always be revised or updated as needed. It is important to be as specific as you can in a contract, to lessen the chances for confusion or disagreement. If the job involves special skills such as lifting into the bathtub or giving medications, the worker should be trained and experienced in those skills. See **Exhibit A** for a sample contract form.

Interviewing

For someone you feel may be appropriate for the job, set a specific appointment time for an interview. It is recommended that you invite a family member or friend to be present for the interview. This can be very helpful both for moral support and in sorting out the information you obtain during the interview.

For the interview: Have your sample contract ready for the applicant to read. Record name, address and telephone number of applicant. Below are some suggested interview questions. Make up your own list of questions which meet **your** particular needs.

Sample Interview Questions:

- ◆ Where have you worked before? What kinds of things have you done?
- ◆ Tell me something about your family, hobbies, interests, etc.
- ◆ How do you feel about caring for an elderly or disabled person?
- ◆ Have you ever provided care for a person similar to what this job requires?
- ◆ How do you feel about cooking and eating what someone else wants?
- ◆ How do you handle people who are angry or violent?
- ◆ Why are you choosing to do this kind of work?
- ◆ What makes you uncomfortable or angry?
- ◆ What is your attitude about smoking, drinking, or using drugs?
- ◆ Is there anything in the job description which you would not do?
- ◆ What commitment to staying on this job are you willing to make?
- ◆ Please give me two work-related and one personal reference.
- ◆ **NEVER hire someone without checking references!**

Review the following checklist before ending the interview. If the applicant is obviously unsuited, be non-committal about future contact. Remind a suitable applicant that you will need to check references before making a decision.

Interview Checklist:

- ☐ Was the person on time for the interview?
- ☐ Was his/her appearance and grooming appropriate for the occasion?
- ☐ Did the applicant and I agree on the terms and conditions of the contract?
- ☐ Do I need to modify my contract before employing this person? How?
- ☐ Did I get at least TWO references to call to verify his/her ability to perform needed services?
- ☐ Did I say when I would probably notify the applicant of his/her acceptance or non-acceptance?
- ☐ Do I have the name and number of the applicant?
- ☐ Did I feel comfortable or at ease with the person?
- ☐ Did I note anything that made me uncomfortable? (dress, speech, behavior, etc.)

Questions to Ask References

1. How long have you known _____? Dates? In what relationship?
2. Is _____ working for you now? Has _____ worked for you in the past? (If no longer working for reference, ask:) Why did _____ leave? Would you re-hire?
3. What was _____'s position with you? Can you tell me more about his/her responsibilities?
4. How did _____ get along with you and senior adults?
5. What were your impressions of _____ as a worker?
6. Did _____ show initiative or wait to be told what to do?
7. Was _____ reliable/dependable?
8. What were his/her strengths and weaknesses?
9. Did you find _____ trustworthy and honest?
10. Were you aware of any problems with drugs or alcohol?
11. Any other problems that could interfere with _____'s performance?

At this time, briefly describe why you are looking for a worker and ask the reference if the applicant would

be a good match for this situation.

Financial and Legal Considerations

Once an applicant is offered the job and accepts, the contract should be signed before the worker starts. Each party should have a copy of the signed contract.

When you become an employer, you have some obligations in record-keeping. If you pay \$1,000.00 or more per year to an employee, you are required by law to withhold for social security benefits and make quarterly payments to the Internal Revenue Service (IRS). **(Exception: If the person you are hiring is self-employed, he/she is required to pay his/her own social security taxes. For bookkeeping reasons and less paperwork, many people prefer to hire only self-employed workers.)**

Also be aware that accidents can happen to your employee while working for you and you need to have insurance coverage for such incidents.

Below is a checklist of considerations:

1. Discuss with your homeowner insurance agent about your liability coverage as it applies to someone in your employ.
2. You should have a contract agreement detailing rate of pay, days and hours of employment.
3. To get IRS forms and publications about social security withholding requirements, call your local IRS office and ask for Form 942. In Skagit County, this number is 1-800-829-3676.
4. Set up a form for record of payments and deductions for your employee. (see sample below)

Name of Worker	Dates of Work	Date of Payment	Deductions (multiply gross by .0765)	Check No.	Amount Paid
John Doe	11/3-11/15	11/17/00	\$50 x .0765 = \$3.83	2635	\$46.17 net

5. When you file your own 1040 tax return, determine if payments to your employee qualify as a medical deduction for you.
6. Be aware of possible legal and financial pitfalls of paying in cash instead of by check. Use receipt forms or other proof of payments to worker. (Receipt books are available where stationary supplies are sold.)
7. Keep a record of any serious problems you have with your worker, in case of later disputes.
8. Do not tempt human nature. Keep cash, jewelry, or other valuables in a location where a worker will not see them or have access to them.

Supervising In-Home Workers

1. *Make a list of the steps for each task*, including preferences for cleansers and implements to be used, the locations of these items, and reminders of parts of the task which could be overlooked, for example, "please separate the whites from the colors for laundry" or "please sweep under the kitchen table".
2. *Avoid following the worker around the home*. Instead, ask to be notified after each task is complete. Then, check off each step that has been finished correctly. Simply remind the worker if any step has been left out.
3. *Be sure to acknowledge any extra effort or thoughtfulness*, even if what has been done does not fit exactly with your specifications. It is important to focus on the person's good will rather than insignificant errors.
4. *Correct major errors by giving information rather than criticism*. Unless an error occurs repeatedly, assume that the person has been lacking information about how something should be handled within the home.

When Home Care Services are Resisted

Even though in-home workers may be essential in maintaining older people in their homes, these services are sometimes resisted. It is important to respond to this with as much understanding and consideration as possible.

Maintaining Sense of Independence

Older persons may not realize that they have been accepting services (in the form of neighborly assistance or family visits in which chores are completed) for quite a while. To accept a stranger's help may be viewed as an acceptance of diminished capability.

It is important to involve the person needing care in the process: writing the job description, interviewing and hiring. Even if you are limited to providers through state funding, the older person can maintain independence by using supervisory skills.

Worrying About Depleting Savings

It may be helpful to multiply out the cost of in-home care over an entire year so that the exact cost can be seen relative to the benefits received.

Listen to the worries as well as the meaning and emotions behind them.

Fear of Reduced Contact with Family Members

Reassure the person receiving care that contact with the family will continue. Offer frequent phone calls and set dates for social contact.

By stating clearly that the intention in hiring help is to prolong the ability to provide care, the family members can sometimes show the older person that this action is the very opposite of abandonment.

Worry About Lack of Supervisory Skills

Older people may need to learn how to provide clear instructions and appropriate supervision to inspire confidence in his or her abilities.

- Have a job description prepared before any interviews take place.
- **Compile a checklist of tasks to be performed. This checklist should be given to the worker before each session so that tasks are clearly stated and can be verified if not performed. This checklist also structures the relationship on a professional foundation.**

Fear of Victimization

A new in-home worker may represent a threat to an older person. After all, this is a stranger who is gaining access to household and personal items of the person needing care. Older people who may have hearing or vision or mobility deficit may feel very vulnerable.

- **Get Referrals from Friends:** A trusted worker of a trusted friend can be an excellent prospect.
- **Be a Physical Presence:** A family member or friend can be present during the first few sessions which can reassure the person receiving care and can also allow the observer to form their own impressions of the caregiver. Later, this person or others can make unplanned visits occasionally.

Ethical Considerations and Abuse Prevention

Gifts

An important ethical consideration facing families and elders and their caregivers is that of gifts. An employee/caregiver should not accept gifts of money or anything else. It violates the professional relationship that should be established between a worker and the employer. This is a difficult concept for many elders to accept. The caregiver/elder relationship is by its nature one that has an imbalance of power. The caregiver is usually more capable, physically, and, often, mentally. To receive gifts other than wages jeopardizes the "balance of power" and drifts into the area of elder abuse or exploitation.

This information is provided by Island Senior Resources, Aging & Disability Resources. Client donations help fund our program.

Abuse

Elder abuse is prevalent in today's society. Unfortunately, elder abuse is all too common without proper advance planning, accountability and supervision. Abuse can take many forms from accepting gifts to theft of personal items, physical abuse or emotional battering and neglect. If you feel unsafe or uncomfortable with a caregiver, contact a third party such as Adult Protective Services (1-866-END-HARM) or your local Aging & Disability Resource office.

Become knowledgeable about common types of abuse:

❖ Misuse of time:

- Using up time doing easier tasks first. On your checklist, be sure the harder or more critical tasks are listed first.
- Taking frequent breaks, making phone calls, watching TV.
- **TIP:** Use supervisory skills and written checklist to maintain a professional relationship.

❖ Taking advantage of the older person:

- Worker wins trust and then takes advantage of sympathy and/or friendship by sharing personal and/or financial problems.
- Persuades employer to sign for hours not worked, allowing late arrival/early leaving, bringing children to work.
- Soliciting "loans".

Prevent abuse by periodic checkups. Neighbors can also be helpful because of their proximity to the older person.

Open Communication with your In-Home Care Provider

Open communication between employer and employee can maintain a positive relationship. People appreciate being told when they are doing a good job. It is also important to tell people about factors that irritate you or unacceptable job performance. Small annoyances can often cause larger problems when not discussed. A good work environment will bring the best performance from an employee and open communication is a necessary component of a good work environment.

Praise a job well done. People need to be appreciated.

Describe what you like and include your feelings, for example:

- "Thank you for putting non-skid strips in the bath. I feel much safer," or
- "I really appreciate the extra care you take in cleaning under the furniture (around the sink, etc.). Having a clean home feels wonderful," or
- "Thank you for making the effort to be here on time."

Be fair and kind. Respect your employee's privacy. Be honest. Be sure your expectations are clear.

- Give specific, written directions regarding duties to be performed by employee.
- Review privileges such as meals and use of telephone.
- Demonstrate difficult tasks: Have employee practice for you.
- Develop a checklist to be completed by employee and yourself at the end of each shift.

Get small irritations off your chest before they build up. In the event of irritations or problems, permit ample time to discuss and resolve.

- Give criticism as soon as possible after the problem occurs.
- Mention one incident at a time and make a suggestion for improvement.
- Describe what you did not like and include your feelings.
- Criticize incident or actions, not the person.
- Keep criticism brief and to the point.
- Forgive and forget.

Exhibit A Contract Form

Employer: _____ Employee: _____

Salary: hourly \$ _____ weekly \$ _____ monthly \$ _____
(choose one)

Terms of Payment: weekly _____ bi-weekly _____ monthly _____
Schedule: MON _____ THURS _____
TUES _____ FRI _____
WED _____ SAT _____
SUN _____

Changes in schedule are not negotiable.

Changes in schedule are negotiable with prior approval.

Duties to be performed (be specific)

Household Tasks:

Personal Care Tasks:

Non-acceptable behavior

Personal phone calls _____
Foul language _____
Leaving early _____
Discussing personal problems _____

Smoking inside _____
Coming late _____
Other _____

X _____
Employers Signature
Address
Phone

X _____
Employee Signature
Address
Phone

Employee's Social Security # _____

Or

"I will be responsible for my own Social Security or any taxes due to any governmental agency arising from this employment."

X _____ This information is provided by Island Senior Resources, Aging & Disability Resources. Client donations help fund our program.

Employee Signature

Private In-Home Provider (PIP) List Feedback Survey

Your feedback is important to us! We want to fill our list with quality providers to meet your needs.

Thank you for taking time to complete this survey. Please be sincere and thoughtful in your responses.

Provider Information

Full Name: _____

Caregiver ☐ Housekeeper ☐ Handyman ☐ Other: _____

Date Hired: _____ End Date (if applicable): _____

Provider Feedback		1 Poor	2 Fair	3 Good	4 Great	5 Excellent	N/A
1	Work Quality and Productivity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Job knowledge and skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Meets expectations, follows directions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Safe patient handling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Plans engaging client activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Manages time well, completes all work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Punctuality, attendance, returns calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Gives reasonable notice for absences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Communicates changes and concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Work Ethic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Good judgement and problem-solving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Has positive attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Treats clients with respect & compassion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1 5	Shows discretion in family matters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 6	Willing to accept feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OVERALL RATING		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Please continue to next page.

Private In-Home Provider (PIP) List Feedback Survey

PIP List Feedback		1 Poor	2 Fair	3 Good	4 Great	5 Excellent	N/A
1	Was the PIP list easy to get?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Was the PIP list easy to read?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Was the PIP List easy to understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Would you use the PIP List again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OVERALL RATING		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How quickly were you able to hire someone?		1-3 Days <input type="checkbox"/>	4-7 Days <input type="checkbox"/>	1-2 Weeks <input type="checkbox"/>	2-3 Weeks <input type="checkbox"/>	3-4 Weeks <input type="checkbox"/>	Did not hire <input type="checkbox"/>

Comments

Your Information (will be kept confidential)

Full Name: _____

Address: _____ Phone: _____

Address: _____ Email: _____

This information is provided by Island Senior Resources, Aging & Disability Resources. Client donations help fund our program.