



Disability Development Resources, LLC

Providing... Direction. a Difference. Results.

HELPFUL HINTS TO KEEPING YOUR DSP

The list below was created to help you have positive, valuable and long-lasting experiences with each DSP that provides services to you. By following these guidelines and helpful hints, DSPs will appreciate the working relationship with you that much more. This list was generated from experiences DDR and our DSPs/Consumers have had over the years.

- Communicate clearly with your DSP about your expectations, rules, schedule, etc. Encourage your DSP to ask questions if he/she is not sure about something.
- Set up a notification procedure (method and timeline), ahead of time, should you need to cancel with your DSP. Find out what kind of advance notice your DSP appreciates.
- If you give a house key to your DSP, please notify DDR that this has been done.
- Please keep DDR apprised of your use of hours and any changes – DDR can help to minimize any misunderstandings regarding the services being provided and/or any misuse of the services/hours.
- Please be sure to track the hours that you are signing off on your DSP's time sheet and reconcile each month when you receive your hours summary report. If you see that your hours are running low, please keep that in mind when scheduling your DSP and allocating your hours through the remainder of the ISP year. This will avoid running out of hours before the ISP year and having your DSP without work for that time.
- Please complete your annual documentation as required by DDD and DDR in a timely fashion. This ensures that your DSP has the most current information on your son/daughter. Not completing these documents in a timely manner may result in a temporary suspension of services, which means your DSP is out of work.
- If at all possible, please be available to sign your DSP's time sheet in order for them to submit the time sheet(s) on the due date for payroll processing. Late submission of time sheets means a delay in your DSP getting paid. Your DSP will let you know the due date.
- Please keep in mind that your DSP has made commitments to the services and hours agreed upon and they are counting on that income, as you are counting on the services being provided.
- Please do not ask your DSP to do any unreasonable driving of your son/daughter to outings/activities.
- Please do not ask your DSP to take your son/daughter to appointments that are your responsibility.

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- Please adhere to the agreed-upon begin and end times of the schedule so that your DSP can go about his/her day/night as planned.
- Please keep in mind that DSPs are working to earn a living, and they understand that at times taking a Consumer to an outing/activity may involve a fee for the DSP. If you want your DSP to take your son/daughter to an outing or activity that requires the DSP to pay a fee, and you are financially able to cover the DSP's fee, he/she would most likely be greatly appreciative. This is not required, but suggested.
- Please outline your meal expectations with your DSP if the time of service will revolve around a mealtime. If your son/daughter has no dietary concerns, we suggest you ask your DSP their preference – would they rather you send a prepared meal, money for them to use to purchase a meal, or do they want to provide a meal? Discussing this openly will reduce/eliminate misunderstandings about additional expenses for the DSP. Feedback DDR has received is that DSPs are appreciative of having Consumers bring their own meals or money for meals, in order to keep outside costs down for the DSP.
- Please make sure your DSP has all the necessary tools necessary to perform the functions of the service(s) being provided. This could include money, medications, ID/emergency contact information, water and that your son/daughter has the appropriate clothing and footwear, diapers and emergency contact information for you.
- Please do not ask your DSP(s) to provide more than 12.75 hours of Respite in one calendar day (consecutive or non-consecutive hours) **unless you have already contacted DDR's Director for a Respite, Daily (RSD) prior authorization and that authorization has been received from DDD.** Providing more than 12.75 hours of Respite in one day without RSD approval is a violation of company policy and may result in a) DDR billing you for the unauthorized hours worked by the DSP(s) and/or, b) disciplinary action against your DSP(s).
- DSPs are not trained in medication administration – contact DDR for policies and procedures in getting your DSP authorized and trained to administer medications.
- DSPs are not trained in how to administer medical treatments on a PRN basis, nor are they authorized to do so. Please do not ask your DSP to administer medical treatments – contact DDR for policies.
- DSPs cannot place your son/daughter in a time out, even if you approve and direct them to do so. Article 9 prohibits such disciplinary measures.
- Contact DDR for any questions regarding the services or clearances your DSP is authorized to provide. Not all DSPs are trained or authorized to provide all services (including transportation). This will eliminate misunderstandings or billing for unauthorized services.