



Disability Development Resources, LLC

Providing... Direction. a Difference. Results.

ON-THE-JOB STRATEGIES

for DSPs providing

Home and Community Based Services of Respite, Habilitation and Attendant Care

Under Titles VI and VII, of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, DDR prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. DDR must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, DDR must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that DDR will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible.

The list below was created to help you have positive and valuable experiences with each Consumer you serve. By following these guidelines and helpful hints, Consumers and their Responsible Parties will appreciate you even more! This list was generated from experiences DDR and our DSPs have had over the years. We value your experiences and knowledge, as well, so please submit anything you feel would benefit DSPs that is not already included in this document.

Not all these guidelines or considerations will apply to each Consumer you serve. Every Consumer is an individual with his or her own unique strengths, weaknesses, needs, and, most importantly, ABILITIES. **Use good judgment and common sense when applying these guidelines to a Consumer.**

Remember, you may be providing services to a Consumer who is his or her own guardian and is legally responsible for making his or her own decisions. They may only be physically disabled and have all mental capacities intact. **Be respectful of this when communicating with these Consumers.**

DSP PERSONAL CONDUCT

- **COMMUNICATE, COMMUNICATE, COMMUNICATE!** Be clear in your choice of words and speak clearly. Always ask if you don't know, or are not sure - in any situation!
- Always be aware of what that Consumer is doing during your shift. If you are providing services in their home, this is NOT the time to catch up on your favorite TV show(s), phone calls, bills, homework, etc. You need to supervise that Consumer without being smothering – allow them independence. This will vary from Consumer to Consumer, depending on their independence level. Their health or safety should NEVER be compromised by you not knowing what they are doing. If you are providing attendant care, you should be performing the tasks as outlined in the attendant care data sheet and assist the Consumer in cleaning up messes. If you are aware of what they are doing, then you will be doing your job (those tasks), as needed.
- If you have to cancel services with your Consumer, **DO NOT** send your cancellation message by email or text. **CALL** the Consumer/Responsible Person and please be sure you speak to a live person and not just leave a message. If you cannot reach the Consumer/Responsible Person and must leave a message, either on a machine, voice mail, or with a person other than the Responsible Person, please continue to follow up until you reach the Responsible Person to make sure the message was received prior to your absence. If you are unable to make the initial or follow-up calls personally, have a responsible family member do so (if you do not have a family member available to do this, please call DDR so the Director can make the call). Remember, DDR tracks the cancellations and monitors if patterns are developing. If this is the case, corrective and/or disciplinary action may become necessary up to and including termination.
- **LISTEN** to the Consumer and his or her Responsible Person. They are the **BEST** source of knowledge and help in caring for the Consumer. Do not offer unsolicited advice or suggestions.
- No running your personal errands while with the Consumer. The time is for them.
- Do not sleep or nap on the job! (Overnight respite may have exceptions; guidelines and expectations will be outlined by DDR prior to a DSP providing this service.)
- Do not take or make personal calls while working with Consumers.
- Do not use any computer at the Consumer's residence.
- Do not eat the Consumer's food, unless prior arrangements (permission) have been made with the Consumer/ family. If you bring food or drink into the Consumer's home, it is your responsibility to appropriately dispose of it – do not leave it there for the Responsible Person to clean up after you
- When engaging in conversation with the Consumer, stay on "safe" subjects – **REFRAIN or DEFER FROM DISCUSSING TOPICS SUCH AS POLITICS, SEX and RELIGION.** If the Consumer starts a conversation with

you on one of these topics, politely and quickly defer/redirect them to talk to their parents/guardian or Responsible Person.

- CHECK YOUR VALUES AT THE DOOR – you are not to voice or place your judgments and opinions on Consumers
- Please be sensitive to family values, cultural and ethnic differences, and other topics that may be uncomfortable to discuss (i.e., sex or body parts). Ask the Responsible Person how they would like the topic discussed.
- Dress code
 - Appropriate attire – clothing that is revealing or contains offensive language or artwork is not acceptable. Wearing jewelry is not recommended.
 - Tattoos and piercings – be discreet.
 - Footwear —closed-toed shoes ARE RECOMMENDED AT ALL TIMES for your safety.
 - Hair – it is recommended that if you have long hair, wear it up.
- Refrain from discussing your personal life. Keep your personal stories your business.
- Always carry your Consumer’s Health and Safety Orientation form with you (if the Consumer/Responsible Person gives consent). Make sure it is kept in your blue plastic envelope to ensure confidentiality.
- Do not ask Consumers or their Responsible Person to sign blank time sheets.
- The personal protective equipment (gloves, masks, CPR shield) that is provided to you is for use with your Consumer ONLY. Do not use the PPE for your personal use. Remember, it is your responsibility to ask DDR to replace the PPE when you have used up your supply – this is NOT for the Consumer to purchase/replace.

TRANSPORTATION

- Do not leave a Consumer in the car unattended.
- If you must get out of the car for some reason, **ALWAYS** take the keys with you.
- Do not talk on your cell phone while driving – pull over to make or take any calls.

PLANNING ACTIVITIES

- When planning activities for the Consumer, please consider the following:
 - Is the activity appropriate and safe?
 - Are there any barriers to be considered?
 - Does the Consumer have everything he or she needs to have a successful, fun, and **SAFE** time?
 - Money – do they have enough to cover activity fees, meals, etc.
 - Medications
 - ID/emergency contact information
 - Water
 - Appropriate clothing and footwear
 - If the Consumer is incontinent, do you have enough diapers and wipes? Do you have bags for disposal of the used diapers and wipes? Do you have enough gloves for all changes?
 - Does the Responsible Person know what you are doing, where you are going and when you will return?
 - Does the Responsible Person know how to get in touch with you?
 - Do you know how to reach the Responsible Person in case of emergency?
 - If your Consumer has a cell phone, exchange phone numbers so if you get separated, you can call each other.
 - Call the Responsible Person if you’re going to be late.

- Be aware of the community and your surroundings – always be “one step ahead” of your Consumer. Be alert and prepared for any dangers or other unsafe situations.
- You are to pay for your own expenses when out with a Consumer. (The Responsible party may offer to pay for you, but it is not required; you may accept, if they offer.)
- When serving more than one Consumer in the community, try to be efficient in planning driving routes and time spent picking up and dropping off Consumers to minimize the wait time in the car for all Consumers.
- Allow and encourage the most independence possible. Examples:
 - Order and pay for meals independently.
 - Provide appropriate guidance when offered choices.
 - Allow for safe navigation of the environment.

BILLING CONSIDERATIONS

- Please help the Consumer or Responsible Person keep track of hours billed so they can avoid going over their authorized amount. This is ultimately their responsibility, but as a courtesy, you can help, too.
- Your Stop time (Time Out) is the time you STOP PROVIDING services to that Consumer. It is OK and a good idea to briefly and adequately tell the parent/guardian/Responsible Person about the Consumer’s day, but it is strongly recommended that you leave the home shortly thereafter. You are not to continue with non-Consumer related casual conversation in order to add time to your time sheet. You should also be respectful of that Responsible Person’s time and leave the home upon briefing them about the Consumer. Many times, the Responsible Person has already had a long day and is anxious to get their evening routine going. DSPs are employees for the family, not buddies, so therefore, keep personal conversations to a minimum.
- Respite, Daily (RSD) – The service of Respite, Daily (RSD) can ONLY be provided by first obtaining a prior authorization from DDD. This is company policy, and any violation of it may result in disciplinary action against you and any other DSP(s) that provided HCBS services to that Consumer that calendar day, and/or the Consumer/Responsible Person being billed out-of-pocket for the unauthorized hours worked by you and the other DSP(s). RSD is needed when the TOTAL Respite need exceeds 12.75 hours (consecutive or non-consecutive) in a calendar day (a calendar day is a 24-hour stretch of time that begins at midnight and ends at 11:59 p.m. on the same day). Since DDD’s Respite, Daily pay rates fall below what DDR’s DSPs are paid, when averaged over 24 hours, all **DSPs who work with a Consumer receiving RSD in a calendar day are paid the current minimum wage per hour for ALL HOURS worked that day.** PLEASE NOTE: Attendant Care and Habilitation services cannot be billed when RSD is utilized. DDD considers RSD as 1 unit equal to 24 hours of RSP. This means that when a Consumer uses more than 12.75 hours in one calendar day, 24 hours of RSP are deducted from that Consumer’s total hours, **EVEN IF LESS THAN 24 HOURS ARE BEING USED.**
- If a Consumer/Responsible Person gives you a key to his or her home, please let DDR know (they have been asked by DDR to do the same.) This could be a liability issue, and DDR wants to minimize any misunderstandings should something unfortunate happen at the home.
- If a Consumer/Responsible Person gives you money for an outing/event with the Consumer, it is HIGHLY RECOMMENDED you complete a Receipt of Consumer Funds so there is accountability for the use of the funds between all parties. This will help to eliminate misunderstandings. Ask the Responsible Person (or the Consumer, if he or she is responsible for his or her own funds) if you should get a receipt for purchases made during your time out with the Consumer.

OTHER CONSIDERATIONS

- DSPs also may only administer medication if: (1) DDR consents in writing to the arrangement; and (2) the Consumer/Responsible party provides sufficient training to the DSP prior to the start of services.
- DSPs may **NOT** administer psychotropic medications (e.g., behavior modifying) on a PRN (as-needed) basis.
- DSPs may **NOT** administer any medical treatment without receiving proper training by the Consumer/ Responsible Person, including a written protocol on the treatment prior to the start of services, and that no deviations from the treatment may occur.
 - When medical treatments are needed on a PRN basis, a trained DSP may **ONLY** administer the treatment after receiving direct, coherent verbal consent by the parent, Guardian or Responsible Person, who also must be present at the time.
- Backup DSPs must obtain training and written documentation on the Consumer (including written protocols for medical treatments), from DDR and/or the Consumer/Responsible Person prior to the start of services.
- DSPs may **NOT** administer or use restraining devices without being prescribed by a physician for medical or dental purposes, and/or, prior written approval by DDD's Program Review Committee.
- DSPs may **NOT** place any Consumer in a forced time-out. Only voluntary time-outs initiated by a Consumer are acceptable.

THINGS TO CARRY IN YOUR CONFIDENTIAL POUCH

1. Consumer(s) Orientation form (if you have permission from DDR or the Consumer to do so)
2. Incident Report form (at least one copy)
3. Incident Report training document (containing policies/procedures)
4. Any other Consumer-related emergency or medical information
5. Bloodborne Pathogens Exposure Control Plan
6. Bloodborne Pathogens Exposure Incident Report
7. Health and Medical Tips
8. On The Job Strategies (this document)
9. CIT packet
10. Habilitation training document
11. 101 Ways to Say "Good Job"
12. Adaptive Recreation/Leisure activity list
13. Time sheets (including example)
14. Time Sheet Rules
15. Meeting time sheet
16. Transporting Persons with Special Needs
17. DSP Code of Ethics

If required by DDR or the Consumer/Family

1. Consumer Seizure Information Sheet
2. Seizure Management Training
3. Seizure Report
4. Medication log
5. Habilitation and Attendant Care data sheets (blank sheets for that Consumer)