



Hiring a Respite Provider 101

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Before we begin...

This training is for informational purposes only and does not encompass all available information on hiring a respite provider.

For answers to complex legal questions, users should consult a qualified attorney.

- Relationship Roles
- Job Description
- Record Keeping/Agreement Contract
- Telephone Screening of Applicants
- Interview Strategies
- Background Checks
- Locating Respite Providers
- Creating a Good Work Environment
- Training a Respite Provider
- Terminating an Employee

Relationship Roles



Defining the Relationship

- Defining the relationship means knowing the responsibilities of the provider and the respite care recipient (caregiver)
- The relationship must be viewed as that of a manager/assistant or employer/employee
- If the responsibilities are not clearly defined, problems will arise.

Setting the Boundaries

- Think of boundaries as limits and determine what your limits will be.
- A part of setting the boundaries is dealing with the issue of control
- The caregiver is responsible for sharing with the provider their specific expectations with regard to respite care.

Burnout

- Encourage your provider to take plenty of time for themselves
- Try to include some variety in your provider's work and be as flexible as possible within limits.
- Have backup providers and use them if necessary.
- Communicate often with your provider.

Job Description

Yes, You Need a Job Description



The process of creating a job description will help you develop a realistic view of your needs & give you a basis for interviewing applicants.

A job description will help keep the interview focused on the job duties & provide a potential provider with clear ideas about what your requirements for the job entail.

After the provider is employed, the job description can be used as a checklist of duties and responsibilities.

A job description can be a valuable tool in providing feedback for the provider when you wish to evaluate their work performance.

Your expectations can be clarified and remain in focus if based on a job description

A job description can help settle disagreements regarding job duties and responsibilities

Record Keeping / Agreement Contract



Accurate **record keeping** is critical when keeping up with the time a respite worker provides a service for you.

Providing respite care is **not** the same as a personal care attendant, because it is only **temporary care**, and should not have a consistent time schedule.

Because most caregivers do **not** use a provider on a regular basis, they will **not** pay out the amount that would require they file payroll benefits.

An agreement between the caregiver and the provider is important as a means to **formalize** the relationship and **clearly indicate** the responsibilities of each.

The agreement should be **flexible**.

It should contain the **main responsibilities** of the respite care provider as well as the **caregiver**.

Record Keeping / Agreement Contract



Sample Agreement:

It is understood that the Respite Provider will carry out the duties and responsibilities listed in the job description while performing respite services.

Both the Respite Provider and the Caregiver will treat each other with mutual respect.

Both will attempt to be flexible and work to solve problems as they arise.

The Respite Provider agrees to work for the following amount: _____per hour.

If the Respite Provider must cancel a respite service, as much notice as possible will be given to the Caregiver. Also, if the Caregiver must cancel a respite care service, as much notice as possible will be given to the Provider.

Signature of Respite Provider Date

Signature of Caregiver Date

Review Date

Telephone Screening of Applicants



Tips for Screening:

- Always trust your instincts and your "gut" reaction.
- Be friendly and pleasant.
- Check to see if the person has reliable transportation and if getting to work on time will be a problem. If the applicant has a long commute, you will want assurance that it will not interfere with the job.
- Make sure you let the applicant know that you will need to do a criminal background check.
- Discuss money and hours. If the applicant is not able to accept the hours or the pay, now is the time to find out. There is no need to interview someone who already finds the job unacceptable.
- Give a brief description of the job duties, if the pay and hours are already determined to be acceptable.
- Set up a time to conduct a formal interview in person. Give directions and your address only to those you choose to interview. Consider using a location other than your home for the initial interview.

Interview Strategies

You are interviewing a stranger, so use some common sense in setting up the face-to-face interview.

Consider using a place other than your home for the interview.

Prior to the interview, consider the personal qualities you feel are important in a respite provider.

Keep in mind your feelings about:

- Trustworthiness
 - Honesty
 - Sense of humor
 - Good attitude
 - Common interests
 - Dependability
 - Ability to follow directions
 - Good communication skills
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Tips for Interviewing:

- Try to make the situation as comfortable as possible.
 - Explain the disability of your loved one to the extent that makes you comfortable.
 - Provide a job description.
 - Ask about jobs the person currently has or has had in the past including the tasks performed, how the applicant felt about those tasks (likes/dislikes), and if the person is currently working.
 - Ask for at least two work references.
 - Explain how you will evaluate job performance.
 - Take notes as you interview.
 - Be cautious about hiring someone on the spot. Be sure to check the references first!
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Interview Strategies



Background Checks



You must have **permission** of the person who is a possible candidate to do a background check.

Consent forms are designed specifically for this and may be obtained through your **local police department** or **Department of Human Resources**.

The cost of doing a background search varies depending on who does the search and how extensive it is.

Caregivers may also apply for a stipend to assist in conducting a criminal background check of a respite provider if they so choose.

A word to the wise – do not send the applicant to pick up the results!!!!



Locate a Respite Provider

Be creative and you will find there are many ways to locate potential respite care providers.



Churches/faith-based organizations



Nursing homes/assisted living facilities



Hospitals or Universities



Rehabilitation centers



Social service agencies



Word of mouth



Locate a Respite Provider

In Alabama, you can visit www.alabamarespite.org and click on [Access Caregiver Resources](#) scroll down to [Community Respite Programs Database](#).

Listed by county is a list of low-cost or no-cost respite care providers in your area of the stat that we are aware of.

You can also contact [Alabama Lifespan Respite Resource Network](#) and ask for assistance.

Alabama Lifespan Respite Resource Network
Increasing access and availability of high quality respite resources for caregivers in Alabama!

HOME ABOUT ▾ APPLY FOR RESPITE ATTEND EVENTS ▾ ACCESS CAREGIVER RESOURCES ▾ CONTACT

- Sign-up for Alabama Respite monthly newsletters and updates!
- Caregiver Wellness Initiative
- Caregiver and Agency Resource Exchange
- Free Respite Provider Training: Apply Here
- Online Caregiver Resources >
- Community Respite Programs Database**

Creating a Good Work Environment

The work environment is one of the most important factors in keeping a provider.

You should do what you can to create a work environment that will bring out the best in your provider.

Maintaining a positive attitude and being satisfied with their work is essential for the provider to continue helping you with respite services

Offer praise for good/correct performance. Everyone wants to feel appreciated, needed and valued.

When it is necessary to point out that you are displeased with something that your respite provider has done, it is important to remember to be open, honest, and criticize the action, not the individual.

Always make a point of discussing something that irritates you as soon as possible. Confrontation is not pleasant – just necessary.

Respect your provider. Remember that your provider is a human being and would like to be treated in an honest, kind, respectful and patient manner – the same way you would like to be treated.

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Talk to your provider and be open about making changes in the job description or compromise to alleviate a problem.

Terminate the agreement if the relationship is not working out. There are good ways and bad ways to accomplish this task if necessary.

Keep your working relationship separate from your personal life.

Remember that good communication with your provider is the key to a good relationship.

When everyone is happy, providers will stay with you longer and do a better job for you – a mutual benefit for both.

How to Give Praise and Feedback to your Respite Provider



Giving Praise

- Always be sincere and don't say something you don't really mean.
- Give compliments **often** for good work performance.

Two-Step Compliment

- Describe the situation or event that you like.
- Tell what your feeling was when it happened, and say you appreciate it, or say "**thank you.**"

Giving Constructive Criticism

- Use criticism as a **tool** for sharing information with your provider.
- Remember that the whole idea is to **help you** take a break from full-time caregiving responsibilities, and you want them to perform to your expectations and continue providing respite for your benefit.

How to Give Praise and Feedback to your Respite Provider



Three-Step Correction

- **First:** describe the situation or event you disliked.
- **Second:** tell what your feeling was when it happened.
- **Third:** state how you would like it handled the next time.

Suggestions for Giving Correction

- Give the feedback **as soon as possible** after the situation you dislike occurs.
- Discuss only **one** incident at a time.
- Do not bring up things from the **past**.
- Talk only about the present, no matter how great the temptation to do otherwise.
- Focus on the person's actions, **not the person**.
- Keep the discussion **brief** and to the point.
- Don't exaggerate or become emotional.
- Be aware of your tone of voice.

Only 30% of messages you send are sent with words. Your body language does the rest, and that includes your tone of voice and inflection. The way you speak will affect the way your provider reacts.

Checklist for Training your Respite Provider

- Begin by explaining the disability or illness of your loved one in as much detail as you feel is necessary.
- Explain any technical words you might use and be as specific as possible.
- Emphasize anything related to safety or emergencies.
- Give step by step instructions for any procedures your provider will be asked to help your loved one do.
- Never assume that your provider knows exactly what you mean.
- Be patient. Give the provider time to learn the routine.
- Try to put yourself in your provider's place, and be aware of your provider's feelings as you train.
- Utilize the services of others to help with the training process.
- Do not correct or confront your provider in front of others.
- When it is necessary to dismiss a provider, state your reasons clearly without verbally attacking the provider.
- It is illegal to hold payment for services for any reason for a service that has been provided, no matter how dissatisfied you were with the service. Simply dismiss and pay the respite provider.

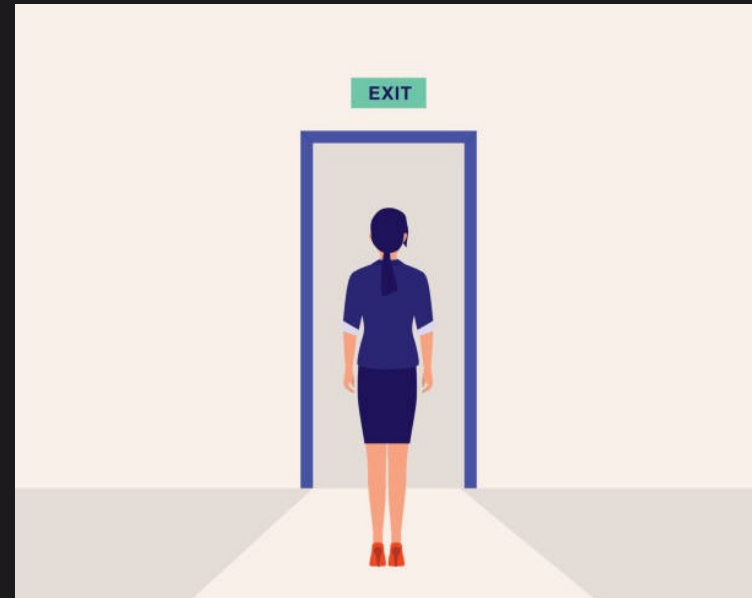


If you do have to let someone go, do it in person, never by text, email or over the phone.

Set up a time to discuss the matter, and find out the true reason for why a respite worker does not want to provide a service any longer if possible.

If there is a legal challenge by either party, you may need to consult legal services prior to the meeting.

Remember to document the conversation in writing for your records, putting the date, time, location and pertinent details of the event.



Terminating an Employee



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Thank you!