



The National
CONSUMER VOICE
for Quality Long-Term Care
formerly NCCNHR

36th Annual Conference and Meeting

Tools for Improved Consumer Self-Direction: Living the Life You Want

Thursday, Oct. 27, 2011 ⌘ 10:30 a.m. – Noon

PHI

Training & Organizational Development Services
Building Skills for Relationship-Centered Care

The Self-Determination Model: The Pros & Cons



Everyone on the RIGHT!

Brainstorm the
Advantages of the
Self-Determination
Model

Everyone on the LEFT!

Brainstorm the
Disadvantages of the
Self-Determination
Model

A Mix of Models Can Work Well

The Agency-with-Choice Option has agency:

- **Pay your workers**
- **Withhold income and other taxes for your workers and make payments of withheld taxes directly to the government**
- **Provide employee benefits such as health insurance**
- **Support you with other responsibilities as agreed upon**

Exploring Your Needs and Preferences



Describe what a really great day (living in your current home) would look like

- Where would you be and go?
- What would you be doing?
- How would the day start?
- Who would you be with?
- How many things would you do in a day?
- How and when would the day end?

What Assistance Do You Need?

- **What ADLs, medical tasks, IADLs, other supports to you want and need?**
- **How often do you need assistance?**
- **How long does it take each time?**
- **What is your preferred time of day to have it done?**
- **What other preferences do you have about how this is done?**



What are Your Preferences?

Do you want your PA to...

- Enjoy your pets?
- Share your interests with you?
(e.g. TV, music, shopping, theater, clubbing)
- Cook the kind of food you like your way?
- Go to church with me?
- Be a male (or a female)? ...young (or older)?



Imagining a Really Great Personal Assistant

Think of the most wonderful personal assistants you've known.



Shannon and Tate

What were their...

- **personal characteristics?**
- **skills?**

An Opinion Poll

Family members
and friends
make the best
PAs.



AGREE

DISAGREE

MIXED OPINION

The Steps to Hiring a Personal Assistant

- 1. Advertise**
- 2. Pre-screen candidates on the phone**
- 3. Interview candidates in person**
- 4. Assess candidates after the interview**
- 5. Check references**
- 6. Offer the job to the candidate who is your first choice and conclude work agreement**
- 7. Contact the rejected candidates**

Ways to Find PAs



Your community

- Ask family, friends, your PAs, to help recruit
- Post ads on bulletin boards at shopping centers, Laundromats, coffee shops, bookstores, etc.

Newsletters, leaders of groups you belong to

- Place job posting on bulletin boards at churches, or other groups who share your interests
- Ask leaders if they know people to refer to you or if they have other ideas to help you find a PA

More Ways to Find PAs



Try LOCAL newspapers – college, town, community

Try advocacy organizations

- Centers for Independent Living, Area Agencies on Aging

Post ads on bulletin boards at:

- Local colleges, schools with health programs.
- Community health centers, clinics, day care sites, nursing homes for staff looking for extra hours

Check the internet – e.g. craigslist.com, online support communities for people with disabilities, etc.



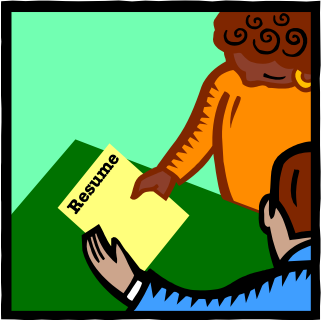
Why Are Job Descriptions So Important?

- **To help you think through your expectations!**
- **To professionalize the relationship and establish your role as employer**
- **To ensure that the new hire is clear about your expectations**



What Would be *Your* House Rules?

- ❖ **Smoking**
- ❖ **Breaks while working**
- ❖ **Personal calls during work hours**
- ❖ **Use of my phone**
- ❖ **Watching TV**
- ❖ **Eating and drinking**
- ❖ **Bringing others to work**
- ❖ **Use of my laundry**
- ❖ **Using perfume**
- ❖ **Appropriate clothing**



Prepare to Hold Effective Interviews

- **What do you want to learn about the candidate?**
- **Who would you like there?**
- **Where do you want it done?**
- **What props do you want?**
- **What questions will you ask?**

Prepare these ahead of time!

Interview Skills – Asking Open-Ended Questions

- C:** Would you work with someone who drinks?
 - O:** What do you think of people who drink or do drugs?
 - C:** Do you have lots of friends? Do you like going out?
 - O:** How do you spend your free time? How would your best friend describe you?
 - C:** Do you like to cook? Can you cook? Would you be able to cook for me?
 - O:** If you were to prepare your favorite meal for me, what would it be?
- C = Closed O = Open**

Behavioral Questions Tell a Lot!

- *Tell me about a time a client you were working with went into a medical crisis and how you handled it.”*
- *“Describe a time when your car broke down or you had a personal demand that was stopping you from getting to work when you knew your client really needed you. What did you do? How did it work out? “*

What Do You Need to Include in Work Agreements?



- Your “house rules.”
- This employee’s schedule
- Rules about calling when s/he can’t come in
- A formal commitment about fulfilling expectations in the job description, wages, probation period, etc.

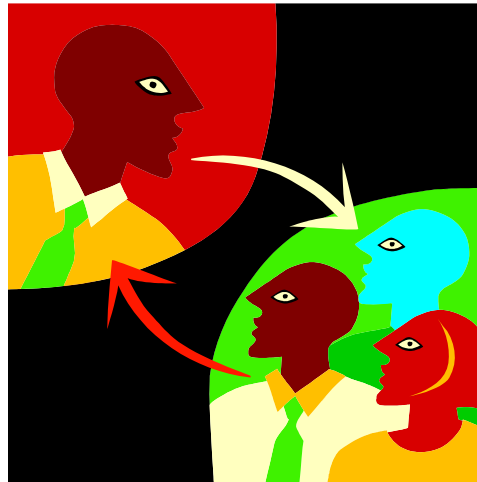
Responsibilities of Supervisors

- **Recruit, select and establish working agreements with PAs**
- **Schedule work**
- **Maintain records**
- **Oversee fiscal and legal aspects of employment**
- **Clarify expectations, train, provide resources**
- **Reinforce positive and correct poor performance. Fire if necessary.**

What are the Qualities of...

**Not-So-Great
Supervisors?**

**Great
Supervisors?**



Coaching Skills Supervisors Need

- 1. Active Listening**
- 2. Self-Management – Pulling Back and Choosing Your Responses**
- 3. Self-Awareness – Understanding Your Own Personal Style – and Those of Others**
- 4. Giving Constructive Feedback to Hold the Worker Accountable**

Constructive Critical Feedback

“I believe in you and I believe you can do this job well. Therefore, I’m going to hold you to it.”

- **Be clear and direct about the problem or issue**
- **Use objective language that is free from blame or judgment**
- **Indicate belief in the worker’s ability to resolve the problem**

Taking it Home!

**In one word, or a short phrase...
What is the most significant thing you're taking away from this workshop?**



Successfully Employing Your Personal Assistants

- ❖ A 7-Session 4-Hour Workshop Series
- ❖ 10-Session Train-the-Trainer Program

With hopes to develop more mentoring supports

Complete copies of the Instructor Guides & Handouts are available at:
<http://www.michigan.gov/ltc/0,1607,7-148--179012--,00.html>

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