

TIPS FOR BEING A SUCCESSFUL PROVIDER ON THE REGISTRY



Phone Etiquette

- Return all telephone calls when registry staff or consumers leave you a message, even if you are not available to take the job. Not returning a call may show that you have no interest in working anymore.
- If you have an answering machine, make sure your message is spoken slowly and clearly, so that people calling you can understand your message. Some callers may be looking to hire you as a provider, so messages should be courteous and polite.



Interviewing with Consumers



- Show up on time for interview appointments and work assignments. If you must be late or cancel, call the consumer as soon as possible so that substitute care can be arranged.
- Never bring your children, family members, friends, or other persons to interview appointments or work assignments.* This is extremely unprofessional, and you could lose your job as a result!

Working for Consumers

- The consumer must be present for you to work in their home because payment cannot be made when the consumer is not present.
- If the consumer is in the hospital, you are not allowed to work for them at the hospital. Medi-Cal funding pays for the hospital care instead of in-home care while the consumer is hospitalized.
- The IHSS Public Authority will not pay you if you work more hours than the IHSS Social Worker has approved, even if the consumer asks you to work additional hours.



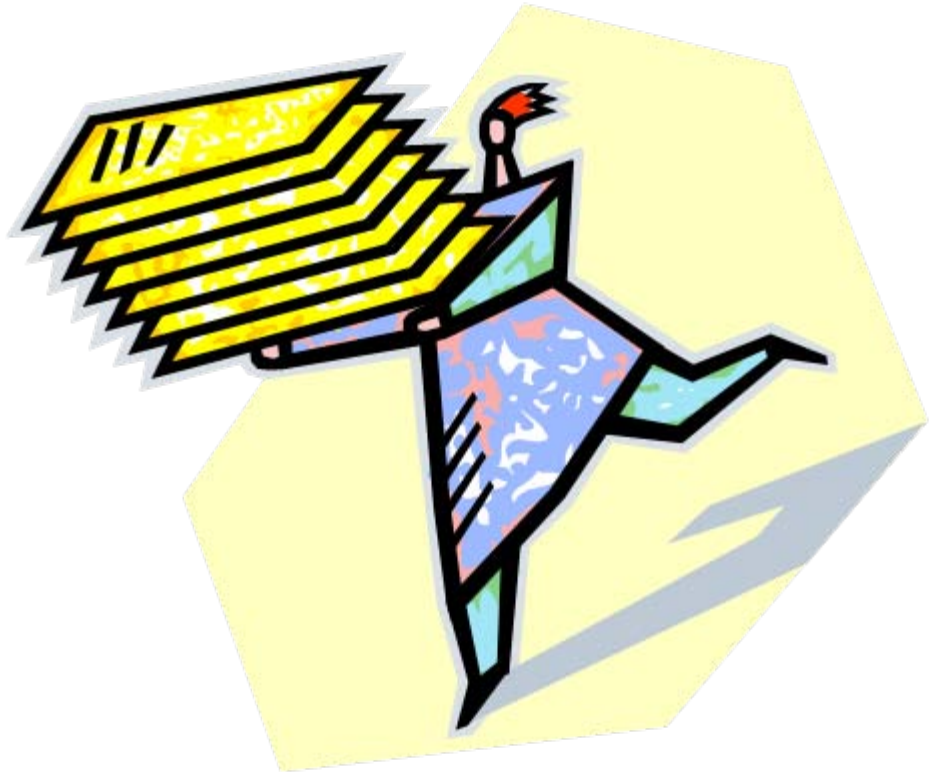
Working for Consumers



- You may be working for a person whose memory is not as good as yours. Be patient with them.
- Remember that you are there to assist the consumer, not to “baby-sit” and/or make any decisions for him or her.
- If a consumer asks you not to move their things when cleaning, try to work around them, or lift them up and set them back in the same spot. It can be confusing for them if their things have been moved.

Getting Paid

- Be certain that all forms are signed and turned in to the IHSS Social Worker to make sure you will be paid.
- If you work for a portion of a pay period, but the consumer is no longer available to sign your timesheet at the end of that pay period, you must contact the IHSS Social Worker for assistance.
- Any changes of address or phone number should be reported to the IHSS Social Worker and the Public Authority so that we have your current information and your check(s) will be mailed to the correct address.



Leaving your Job...



- The consumer is your employer, and they have the right to hire, train, supervise, and terminate your employment. If you are terminated, you need to call your assigned Public Authority Registry Social Worker to report your availability for other consumers.
- Some consumers may be hard to work for. If you feel you must give up a job, give the consumer at least two weeks' notice so they can find another provider. Failing to give adequate notice to a consumer may result in your removal from the Registry.