



# BURD HOME HEALTH CONSUMER TRAINING

## Abstract

Burd Home Health prepares all of their consumers for the many different situations that comes along with being your own employer in the Consumer Directed Personal Assistant Program. This packet will arm you with many techniques that will allow you to overcome obstacles such as interviewing potential personal assistants, hiring and firing your personal assistants, dealing with difficult employees, and more!

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# Consumer Responsibilities

## Recruiting

### Overview:

Participating in the CDPAP program allows you the flexibility of hiring and firing your own personal assistants. In this section we will arm you with many techniques that you will be able to use while you are looking for personal assistants to fulfill the needs on your care plan.

Requirements to be a personal assistant in the CDPAP Program.

- 1) Personal Assistant must be 18 years old
- 2) **CANNOT** be a spouse or designated representative
- 3) Needs an annual health assessment
- 4) Needs vaccinations for MMR and PPD

### Methods

There are many methods of advertising your personal assistant position in the community. Below are some suggestions we have for you in order to fill the positions as fast as you can.

#### 1) **Family and Friends**

From our experience this is the fastest and most reliable way that most of our consumers can fill their personal assistant positions. Don't be afraid to ask friends or neighbors if they know of someone that would be interested in being employed as your personal assistant.

#### 2) **Internet Job Boards**

With more and more people getting connected to the internet with smartphones and things alike, these internet job boards see much more traffic than a local newspaper or bulletin board would. Some examples of these are Care.com and Sittercity.com. You would first need to create a profile on the site of your choice. Then you will need to post an add for a personal assistant that will be able to help you with the needs on your care plan.

#### 3) **Local Newsletters or News Papers**

Neighborhood newspapers are cheaper than major citywide papers, and are good to target potential assistants who live closer to your home

#### 4) **Colleges and Universities**

Colleges can be an excellent source for finding personal assistants. Many students are looking for extra income to help them through college. It is often possible for students who are interested in majors in the area of health and human services who need work experience in their chosen field. To advertise a position, contact the career placement office or the student housing office on campus.

## CONTENTS OF AN ADVERTISEMENT

The more complete the information, the more you can be sure that the prospective personal assistant that contact you are truly interested, and potentially qualified for the job. It is a good idea to include:

- 1) Job title and a short description of the job
- 2) Days and hours of service
- 3) Compensation and benefits offered

- 4) Must be at least 18 years of age
- 5) Must supply proof of citizenship or ability to work in the US

Optional but helpful information you may include:

- 1) Age group of consumer: Pediatric, Senior Citizen
- 2) Location (Town)
- 3) Is driving necessary
- 4) Smoker or non-smoker preferred

The following is a sample advertisement that can be used as a guide for your own publication:

Personal Assistant – Needed to assist with personal care, shopping and light housekeeping. Part-time, 4 days a week. Flexible schedule. Driver’s license preferred. Ideal for college student. Prime location near school.

## Interviewing

### SCREENING APPLICANTS

#### **The Initial Contact**

- 1) Give a brief description of the duties of the position, amount of hours the job requires, and the amount and method of payment (payment through payroll vendor)
- 2) If the job includes bowel/bladder care, medications, use of medical equipment.
- 3) If the applicant is interested, ask applicable questions and record the answers:
  - a) Will you give me your name address and phone number?
  - b) What days and hours are you available to work? Do you have any restraints on your schedule that I need to consider? Are there days you definitely cannot work?
  - c) Have you ever assisted or worked for a disabled or chronically ill person? (If yes) Tell me a little about the kinds of duties you performed.
  - d) Do you have reliable transportation?
  - e) Do you smoke?
  - f) Are you allergic to pets?
  - g) Are there personal hygiene tasks you object to performing?
  - h) Do you have medical restrictions that will prevent you from lifting, transferring, and positioning?
  - i) Do you cook and would you mind doing housework?
  - j) Do you object to me doing a criminal background check?
- 4) Tell the person you will call back to make an appointment for an interview (if you are interested in a face-to-face interview). Ask them to bring identification for filling out an I9 form and W-4
- 5) You may consider meeting at a “neutral” location outside the home for personal safety.
- 6) Even if the person is unsuitable for the job, always thank them for their interest. You may want to file their name and phone number to use in the future.

### **CONDUCTING THE INTERVIEW**

#### The Personal Interview

Call all those applicants that appeared to be good prospects and schedule each for a face-to-face interview. Allow plenty of time between each interview. About one hour for each interview is usually

good. The interview is important because this is the time when you let the applicant know about the job in detail and gather information about the person you may hire as an assistant.

When the prospective assistant arrives there are a few suggestions that can make the interview successful. Some things may need to be repeated from the telephone contact for clarification purposes:

- 1) Help the person feel as comfortable as possible, and get to know each other a little.
- 2) Tell the person about your needs or that of your family member.
- 3) Ask the applicant to fill out your application. Applications are useful because they are a good way to keep up with the prospective assistants that you have interviewed. They also simplify record keeping and are an easy way to have quick reference to the information you will need to make a final decision. It will give you good background information to form your questions.
- 4) Give him/her a copy of your job description to read. If you have one, and explain the duties and responsibilities of the job thoroughly. Ask if they can easily and safely perform the functions of the job. (I.e. lifting, transferring, positioning, use of medical assistive devices) as checked on application form.
- 5) Ask them to tell you about themselves. Be sure to question about past work history, reasons for leaving other employment, any past experience with personal assistance and why they are interested in this position. Ask about their career goals and why they are pursuing this type of work.
- 6) Describe the work schedule, pay method, benefits and your method of evaluating an assistant. Review Holiday coverage.
- 7) Give the applicant an opportunity to ask you questions.
- 8) Tell the applicant you will call as soon as you make a decision. (Be sure to call the applicant even if you decide not to hire them)

### Sample Questions

The following are a few questions you may choose to ask during the personal interview to help choose your assistant:

- 1) How far do you live from here? (Turnover seems to be higher among workers who commute long distances, especially in bad weather).
- 2) Have you had any experience giving personal care?
- 3) Do you smoke or drink?
- 4) Do you object if other people smoke or drink when you are present?
- 5) How would you handle multiple tasks at the same time and ensure that all are performed?
- 6) Are you comfortable performing personal care duties such as bathing and toileting?
- 7) What do you think will be the best and worst part of this job?
- 8) What are your strong and weak qualities?
- 9) Why are you interested in being a personal assistant?
- 10) Give me an example of how you have handled disagreements with your past employers.
- 11) Have you ever been convicted of or are you presently being charged or under indictment for a crime? (If answer is YES-ask for details)
- 12) Do you object to obtaining a criminal history check?

### Checking References

If you are hiring a friend or relative known to you, you may choose not to check references. Before you make a decision about hiring a stranger as an assistant, check each person's references. Call a former employer if possible as listed on your application. Look carefully at how long they were employed at each place. Ask former employers if the applicant worked there and the dates worked. You may ask any

and all questions you like, but the previous employer is not legally required to provide you the information. If work references are not available, check personal references.

## HIRING

Once you narrow down your choices to the individual(s) you wish to hire, call them and offer them the position. Set up a time when you give them more details about the job, review the job requirements and provide Burd Home Health's contact information so they can complete all necessary documentation.

### Back-up Assistants

Back-Up or substitute assistants are persons you can call in the event that your regular assistant cannot work. Substitutes can be used when your attendant is on vacation, is ill, or quits without notice. It is highly suggested to keep a list of four or five back-up assistants to guarantee you get help when you need it. It is a good idea to advertise, screen, and file applicants at the start of care on the program for back-up positions.

You can find substitutes in several ways. Whichever method you choose, it helps to have a phone list of substitutes within reach in time of an emergency fill-in.

- 1) Perhaps the best method is to recruit and hire back-ups just as you would your "regular" assistant(s). Keep names and numbers of applicants as back-ups.
- 2) Friends, neighbors, and certain family members can be on stand-by for emergency situations.
- 3) Requesting that your assistant find his/her own replacement when unable to work could be helpful as well.
- 4) Hiring two assistants on a split schedule has worked for many individuals (i.e. one for weekdays, one for weekends and shared holidays)

## Effective Supervision and Dealing with Difficult Employees

As with any employment situation there are bound to be some areas of conflict at times between you and your personal assistants. Sometimes conflict is due to poor job performance. Perhaps the training the assistant received did not answer all their questions about procedures and techniques that you would like to, or must have done. If you suspect this might be the case, re-train your personal assistant on the aspects of the job that are causing them difficulty. Many times this "refresher course" will solve what seem to be serious problems.

Punctuality is a frequent problem for some assistants. If a pattern begins, confront your assistant. Convey the importance of their timelines to your life. Get them to agree to a timeframe. If they violate that timeframe, let him/her go.

There are other times when an assistant and the consumer or designated representative simply just do not get along due to personality differences. Perhaps the person you thought would be a perfect assistant turns out just the opposite. Before you give up completely on the relationship here are a few suggestions to try to solve the problem:

1. Keep the lines of communication open. When conflict arises, it's easy to shut down. Keep talking, and try to find out the true reasons behind the conflict. The problem will not go away just by ignoring it.
2. Look to your written contract for resolution. A written contract helps prevent or clear up disagreements about duties, salary, time off and benefits. This is another good reason to have a complete, clearly written contract between you and your personal assistant.

3. Bring in a third party to help settle the conflict. A friend, neighbor, clergy person who is objective can often find a resolution that both parties can live with.
4. In genuine differences of opinion, look for compromise.

#### PERSONAL SAFETY

1. You have the right to receive personal assistance without being taken advantage of sexually, mentally, physically, or financially. You have the right to terminate exploitive or abusive relationships. If you feel that the behavior an assistant is displaying towards you is inappropriate, talk to someone you can trust about the situation. It can help to get a second opinion of the situation and how to handle it.
2. Remember that criminals often enter through unlocked doors and windows. Keep your doors locked, especially at night. If it a friend at the door, he or she won't mind waiting for you or your assistant to open the door.
3. If you suspect someone is trying to get into your home, call 911. Even if you're not sure, it is best to call. If it is an assistant or someone you know, but they are acting suspiciously, call the police.
4. Most sexual abuse happens with someone known to the person. Remember you have the right to say NO to any unwanted touch, whether it is a personal assistant, a romantic partner, or family member.
5. If you receive an unwanted sexual touch from a personal assistant, be aware that it is a violation of professional ethics, your rights, and the law. Report it as soon as you can to the police. For support, call your local rape crisis center and/or a personal counselor. Trust your instincts. If you feel unsafe, terminate the relationship with your personal assistant.
6. Have friends, neighbors, family handle things that you do not feel comfortable delegating to your assistant (i.e. assistance with financial matters). Let your assistant know through casual conversation that your family and neighbors are watching out for your well-being.
7. In cases of child abuse call the police immediately. Call your local Hot Line Abuse # found in your area phone book. Call your vendor for further assistance.

#### TIPS FOR PROTECTING PROPERTY AND PERSONAL SAFETY

1. Make an inventory. Give a copy of your inventory to your family or friend or insurance agent. If you have a loss, it will help establish proof of value for filing claims.
2. Everything should have a place known to you and should be kept in that place.
3. Make it evident that you are aware of your surroundings, what you have, and where those items belong through casual conversation.
4. Keep an inventory of your consumables. Also, keeping a mental inventory can help control purchasing.
5. Discuss phone use with your assistant at time of hire. Detail phone use while working and responsibilities for long distance bills. Check your bill for charges that are not recognized as yours. Make phone use part of your employment contract in order to avoid conflict.
6. Use extreme caution when allowing your personal assistant to use your ATM card, credit card or access to bank accounts. When terminating an assistant, change your PIN numbers. Ask your assistant for receipts for any purchases and regularly count your change.
7. Use caution when giving your assistant use of your car. It is your responsibility to check with your auto insurance carrier for specifics on liability.
8. Upon termination of your personal assistant make sure you get all keys back. If not, you may wish to change the locks on doors to your house.

## Termination of Employment

If all else fails, then you must take the responsibility of terminating your personally assistant. The exact method you use is up to you. A face-to-face exit interview or per phone call. You need to discover your comfort level in this situation. Make arrangements for personal assistant to receive their final paycheck. A simple statement of “I won’t need your services any more” is sufficient. It is your choice as to whether or not you give the traditional two-week notice. Analyze what went wrong, to avoid a similar situation in the future.

It is recommended that you arrange a backup prior to terminating your personal assistant.

## False Claims Act Training

**Overview:** It is the policy of Burd Home Health LLC and its affiliates (collectively referred to as the “BHH”) to comply with all applicable federal and state laws regarding fraud, waste and abuse. BHH acknowledges its participation as a Government Programs contractor in federal and state sponsored health care programs, including Medicaid. As a Government Programs Contractor, BHH is subject to specific state and federal regulatory requirements related to these programs. To comply with Section 6032 of the Deficit Reduction Act of 2005, BHH provides this policy, which includes information about its policies and procedures and the role of certain federal and state laws in preventing and detecting fraud, waste and abuse in government-sponsored health care programs. This policy applies to all employees, contractors and agents of BHH.

### Administrative Guidelines

#### 1. Procedures for Detecting and Preventing Fraud, Waste and Abuse

BHH maintains a Corporate Compliance Program that includes activities for the detection, prevention and investigation of fraud, waste and abuse. BHH is charged with maintaining a program to detect, investigate, prevent, and recover the loss of corporate, government and customer assets resulting from fraudulent and abusive actions committed by providers, members, subcontractors and employees. To notify BHH of potential fraud and abuse issues or compliance concerns please call, 585-484-1960. BHH acts on referrals received from internal and external sources of potential fraud and/or abuse. Additionally, the company uses other methods to identify potentially fraudulent activity such as claim data extracts.

##### a. Federal Laws Governing Fraud, Waste and Abuse (FWA)

- i. False Claims Act; 31 U.S.C. §§ 3729 – 3733 The federal False Claims Act imposes liability on any person or entity who:
  1. Knowingly files a false or fraudulent claim for payments to Medicare, Medicaid, or other federally funded health care programs;
  2. Knowingly uses a false record or statement to obtain payment on a false or fraudulent claim from Medicare, Medicaid or other federally funded health care programs; or
  3. Conspires to defraud Medicare, Medicaid or other federally funded health care programs by attempting to have a false or fraudulent claim paid.
  4. Knowingly avoids or decreases an obligation to pay or transmit money or property to the government.

“Knowingly” means:

- \* Having actual knowledge that the information on the claim is false;
- \* Acting in deliberate ignorance of whether the claim is true or false; or
- \* Acting in reckless disregard of whether the claim is true or false.

A person or entity found liable under the False Claims Act is, generally, subject to civil money penalties of between \$5,000 and \$10,000 per claim, as adjusted by the Federal Civil Penalties Inflation Adjustment Act of 1990, and three times the amount of damages that the government sustained because of the illegal act.

Under the False Claims Act individuals with knowledge of potential violations may file suit on behalf of the government in federal court. These individuals may be entitled to a percentage of the amount recovered by the government. The False Claims Act also provides protection from retaliation and discrimination for individuals that engage in lawful acts done in furtherance of an action under the False Claims Act or in an effort to stop a violation of the False Claims Act.