



You Are the Employer:

A Guide to Hiring and Managing Personal Assistant Services



Module Seven

Additional Resources

YOU ARE THE EMPLOYER

A GUIDE TO HIRING AND MANAGING PERSONAL ASSISTANT SERVICES

Hiring personal assistants may seem overwhelming.

It does not have to be!

This guide was developed to provide you with the skills and resources you need to hire and manage your personal assistants.

Module 1: Identifying Your Needs and Wants

Module 2: Hiring a Personal Assistant

Module 3: Tax Considerations

Module 4: Employer Responsibilities

Module 5: Stress Management

Module 6: Communication Skills

Module 7: Additional Resources

This project is cosponsored by the Medicaid Infrastructure grant (#11-P-91231) and the Community-Integrated Personal Assistance Services and Supports grant (#11-P-92005/11-01), funded by the Centers for Medicare and Medicaid. Implemented by the Connecticut Department on Social Services and the University of Connecticut A.J. Pappanikou Center for Excellence in Developmental Disabilities Education, Research, and Service.

With special thanks to the CPASS Training Committee and others who helped make this book possible including:

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This guide can be made available in alternate formats upon request.

Address specific requests to: the University Center for Excellence in Developmental Disabilities at 1.860.679.1500 (v) or 860.679.1502 (TTY)

TABLE OF CONTENTS

SECTION 1:

INTRODUCTION..... 4

SECTION 2:

RESOURCES FOR HIRING A PERSONAL ASSISTANT.. 5

SECTION 3:

RESOURCES FOR STRESS MANAGEMENT 8

SECTION 4:

RESOURCES FOR COMMUNICATION SKILLS 10

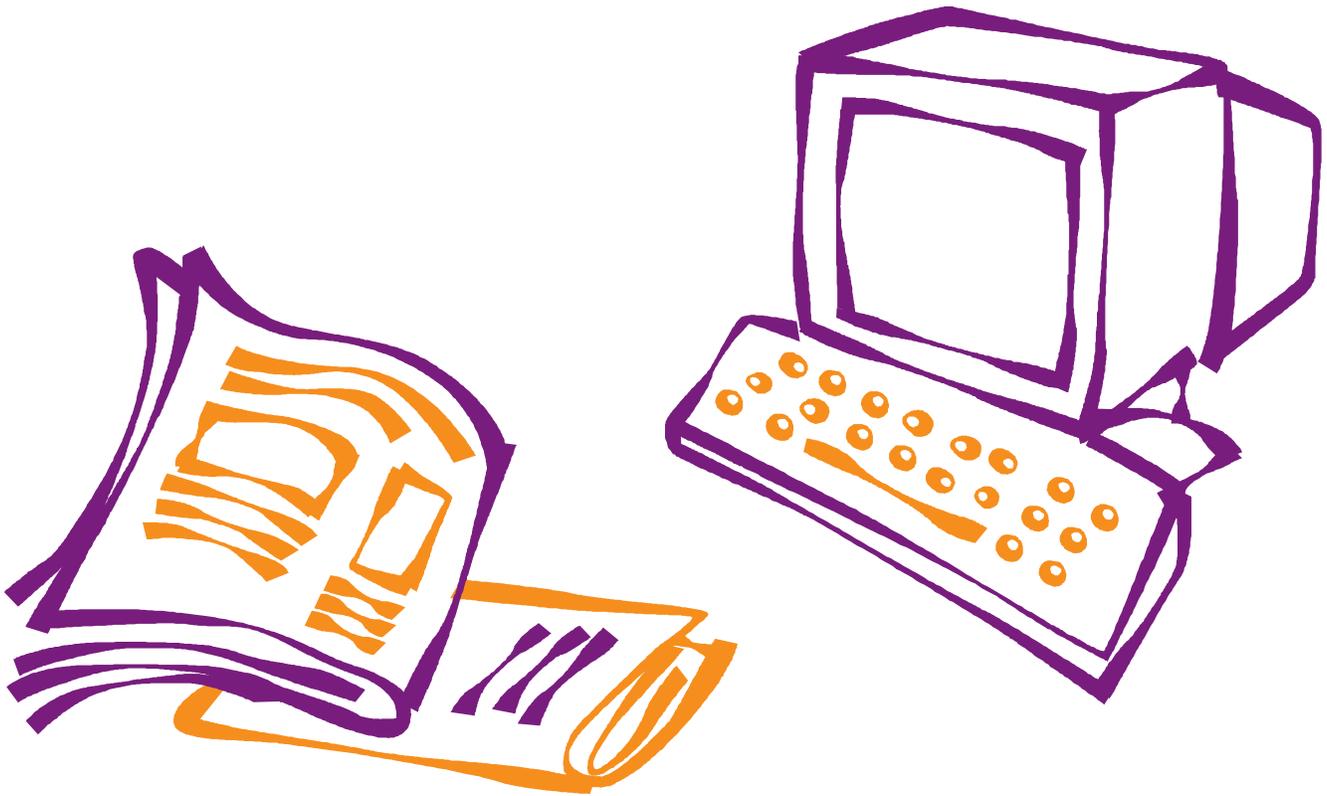
SECTION 5:

ADDITIONAL RESOURCES..... 11

SECTION 1:

INTRODUCTION

This module will provide you with some additional resources and organizations that can assist you with the various areas in hiring and managing personal assistants. As you learned throughout this guide, hiring and managing personal assistants can be complex. The more information and experience you gain the less complex the process becomes over time. It's also helpful to talk with others who have similar experiences to hiring and managing their own personal assistants. You will be surprised to know that many other employers have struggled with issues similar to yours; over time they were able to develop an approach that worked for them. Don't feel like you need to know everything in this guide overnight. Determine what is important to your individual needs, and take one step at a time.



SECTION 2:

RESOURCES FOR HIRING A PERSONAL ASSISTANT

READING MATERIALS

➤ **Caregivers and Personal Assistants How to Manage the People Who Help You**

Alfred DeGraff

March 2002

Order information: Saratoga Access Publications,
P.O. Box 1427, Fort Collins, CO 80522
Phone: (800) 474-4010 or (970) 484-4010

Cost: \$24.95

➤ **The relationship of self-esteem to attitudes of personal attendants toward persons with disabilities.**

Journal of Applied Rehabilitation Counseling

G. Garske

1996

➤ **Enabling Independence: A Personal Attendant Training Manual**

Kristofer Hagglund

Order information: Services for Independent Living,
1401 Hathman Place, Columbia, MO 65201

Phone: (573) 874-4121

Website:

<http://www.muhealth.org/~momscis/manual.shtml>

Cost: \$25.00 or free download online

➤ **Personal assistance services.
New Mobility,**

M. Hamm

June 1999

➤ **Personal Assistance Services Guide: A Guide for Hiring, Management and Conflict Resolution**

Marilyn Hammond and Marie Goodey,

Order information: Outreach Division, Center for Persons with Disabilities,
6845 Old Main Hill, Logan, UT 84322

Phone: (435)797-2044

Cost: \$14.95

➤ **Home Care Worker Handbook for Independent Providers of IHSS in SF, by San Francisco In-Home Supportive Services (IHSS)**

Order information: Phone: (415) 243-4477

Website: <http://www.sfhsspa.org>

Cost: \$20.00

➤ **Getting From Here to There: A Manual on Personal Assistance**

Cathy Ludlum,

Order information: University of Connecticut Center on Disabilities,
263 Farmington Avenue MC 6222, Farmington, CT 06030

Phone: (860) 679-1500

Cost: \$10.00

➤ **AVOIDING Attendants from HELL: A Practical Guide to Finding, Hiring and Keeping Personal Care Attendants**

June Price

2002

Order information: Science & Humanities Press,
P.O. Box 7151, Chesterfield, MO 63006

Phone: (314) 394-4950

E-mail: publisher@sciencehumanitiespress.com

Cost: \$16.95

➤ **Recruiting a Personal Assistant**

Disability Gateshead

Order information: Website:

<http://www.disabilitygateshead.org.uk/recruit/recruit.htm>

➤ **Taking Charge: A Hands-on Guide to Personal Assistance Services, by the Ohio Personal Assistance Services Coalition**

Order information: Ohio Personal Assistance Services Coalition,
c/o Ohio Developmental Disabilities Alliance,
197 East Broad Street, First Floor,
Columbus, Ohio 43215

AUDIOVISUAL MATERIALS

➤ **HeartWork: A Video Celebrating the Lives and Work of Direct-Care Workers**

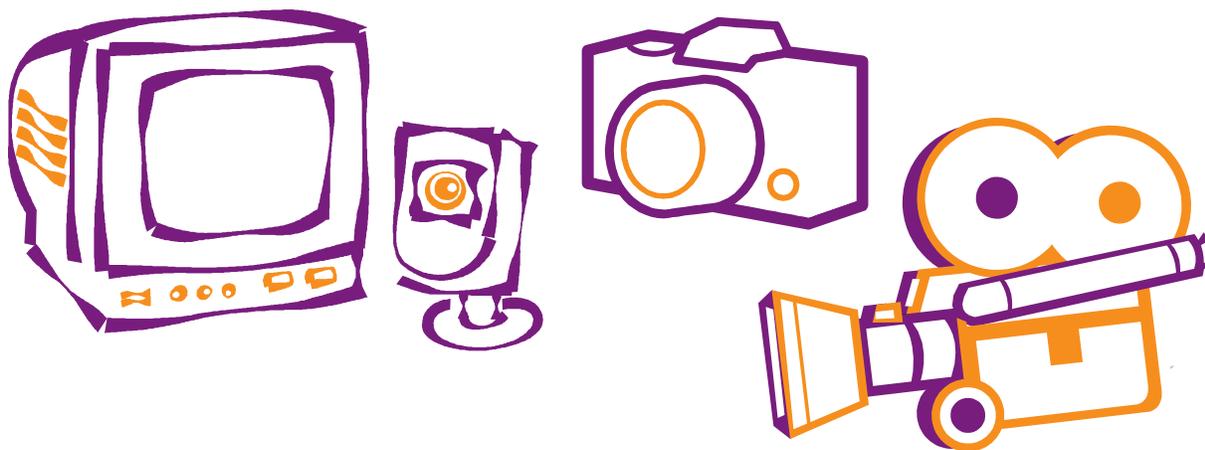
Order information: National Clearinghouse on the Direct Care Workforce
349 E. 149th St., Bronx, NY 10451
Phone : (718) 402-4138
Email: info@directcareclearinghouse.org
Website: <http://www.directcareclearinghouse.org>

➤ **Consumer Direction in Personal Assistance Services: How to Work Together**

Publisher: Program Development Associates
Order information: PAS Center for Personal Assistance [CD Rom & Video]
Website: <http://www.disabilitytraining.com/pacs.html>

➤ **Attendant Manager 2.0 software**

Order information: <http://www.disabilitysoft.com>
Cost: Free version to try for 45 days, then \$69.00 registration fee



SECTION 3:

RESOURCES FOR STRESS MANAGEMENT

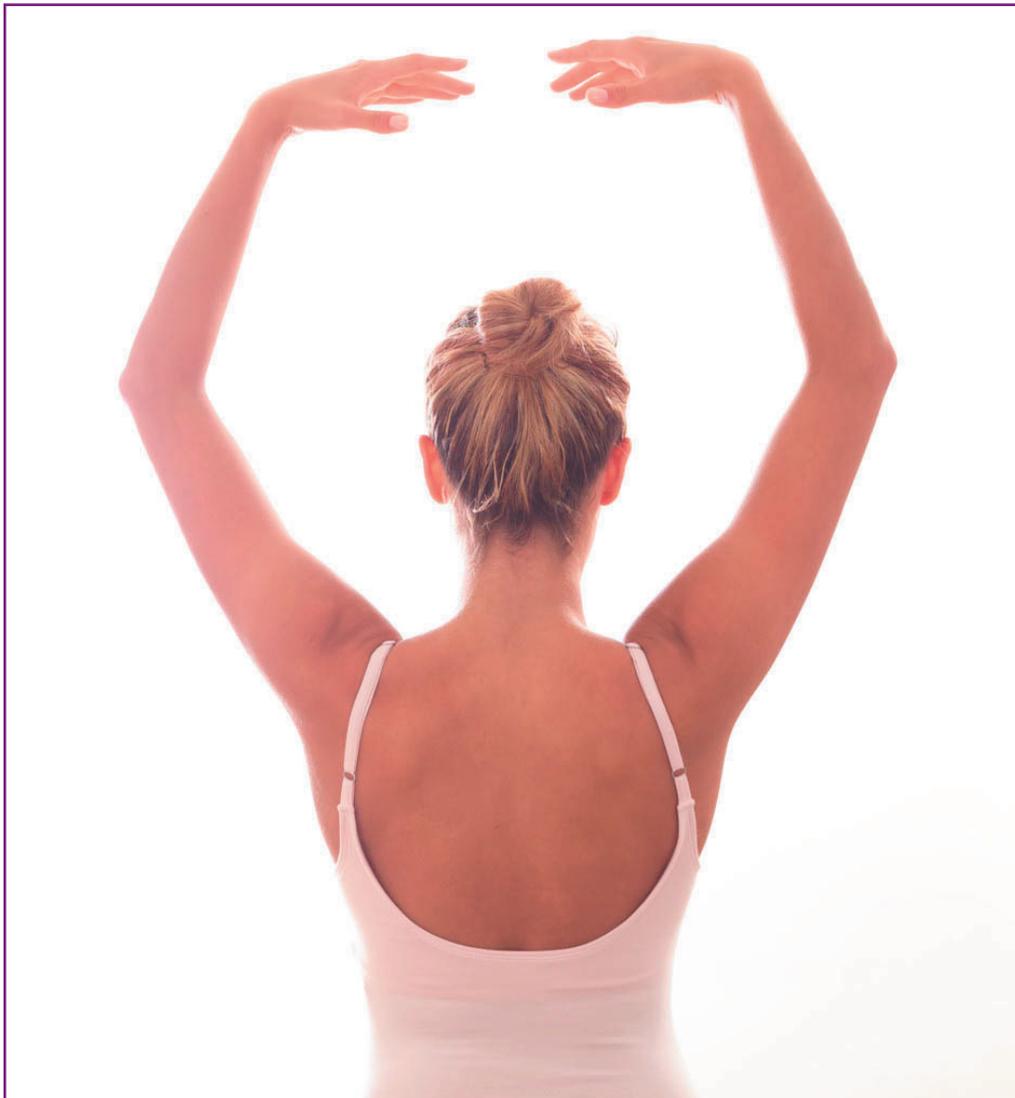
BOOKS, WEBSITES AND OTHER

- **The American Institute of Stress**
Website: <http://www.stress.org/>
- **Stress Busters – Thoughts To Reduce Your Work Stress!**
Shirley Babior
Center for Anxiety and Stress Treatment / Stress Release Health Enterprises.
Contact Information: 4225 Executive Square, Suite 1110,
La Jolla, CA 92037
Website: <http://www.stressrelease.com/strssbus.html>
- **Stress The Silent Killer**
Holistic Online
Website: http://www.holisticonline.com/stress/stress_home.htm
- **Mind Tools Resources**
James Manktelow and Graham Tarrant
Contact Information: The Old School House, Yapton, West Sussex,
United Kingdom, BN18 0DU
Website: <http://www.psychwww.com/mtsite/>
- **Online Personal Development Courses**
Website: <http://www.quickknowledge.com>
- **Stress Dynamics**
Website: <http://www.stressdynamics.com>
- **Stress Free NET**
Website: <http://www.stressfree.com/>
- **Stress Management and Relaxation Central**
Website: <http://www.futurehealth.org/stresscn.htm>

➤ **Stress Management Sites**
Website: <http://www.helpself.com/directory/stress.htm>

➤ **Stress Management Techniques**
Website: <http://www.stress-management-techniques.com/>

➤ **Stress – Coping With Everyday Problems**
National Mental Health Association
Contact Information: 2001 N. Beauregard Street, 12th Floor,
Alexandria, Virginia 22311
Website: <http://www.nmha.org/infoctr/factsheets/41.cfm>



SECTION 4:

RESOURCES FOR COMMUNICATION SKILLS

➤ **Assertiveness Quiz**
Brain Injury Resource Center
Contact Information: 212 Pioneer Bldg., Seattle, WA 98104-2221. Website:
<http://www.headinjury.com/assertquiz.htm>

➤ **Assertive Communication**
Barnette, Vivian
University of Iowa – University Counseling Center.
Website: <http://www.uiowa.edu/~ucs/asertcom.html>

➤ **Career Article 131: How To Give and Take Criticism.**
Website: <http://www.seekingsuccess.com/articles/art131.php3>

➤ **Communication Skills Test – Abridged**
Website: http://discoveryhealth.queendom.com/communication_short_access.html

➤ **Speaking Up: How To Be More Assertive**
Jarboe, Edel
Website: http://www.pioneerthinking.com/ej_assertive.html

➤ **Guidelines for Giving Feedback**
Pryor, Kenneth
The Creative Edge
Contact Information: 4527 Montgomery Drive, Suite F,
Santa Rosa, CA 95409
Website: <http://www.thecreativeedge.org/Publications/feedbackguidelines.htm>

➤ <http://www.crc4mse.org/ILS/Index.html>

➤ <http://www.chaminade.org/inspire/learnstl.htm>

10 ➤ http://www.ldpride.net/learning_style.html

SECTION 5:

ADDITIONAL RESOURCES

Allied Community Resources

Website: <http://www.alliedgroup.org/>

Center for Personal Assistance Services

Website: <http://www.pascenter.org/home/index.php>

Connecticut Department of Labor

Website: <http://www.ctdol.state.ct.us/>

Connecticut Department of Mental Retardation

Website: <http://www.dmr.state.ct.us/>

Connecticut Department of Social Services

Website: <http://www.dss.state.ct.us/>

RewardingWork.com

Website: <http://rewardingwork.org/>

Social Security Administration

Website: <http://www.ssa.gov/disability/>



The University of Connecticut
A.J. Pappanikou Center for Excellence
In Developmental Disabilities
Education, Research and Service