

CATHOLIC CHARITIES

**SELF-DIRECTED  
HOME CARE SERVICES**

HOW TO  
**Direct Your Home Helper**



**888-477-2263**

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Once your Home Helper has passed the background checks:

- Set up a time to meet to go over work details and schedule
- They may begin providing services immediately
- Let your Home Helper know what you need help with and how you would like it done
- Go over the layout of your home
- Make sure the Home Helper knows where important things are
- Discuss your rules and expectations. Make sure they know that they are to come to you, not Catholic Charities, when they have questions or concerns
- Under the self-directed program, you are responsible for training your Home Helper and providing cleaning supplies

## IF YOU HAVE A DISAGREEMENT

The best way to avoid disagreements is to discuss the terms of service BEFORE the Home Helper begins. It is vital to document dates of service and pay.

### **Listen**

**Check it out!! In other words, make sure you heard each other correctly**

**State what you want**

**Let them state what they want**

**Be willing to negotiate**

**Be willing to forgive, let go and move on.**

- It may be difficult to have a discussion with your Home Helper when you are friends or family members. If this is the case, you can ask for assistance from another friend or family member to support you.
- If you need additional support or direction, you may contact your Area Supervisor or Assessor to help you problem solve.
- If you are still unable to agree, tell your Home Helper that your arrangement is not working out and their services are no longer needed. If at all possible, wait until you have found another Home Helper and have had the background check completed before ending their employment.

Please see sample work agreement that follows.

# SAMPLE WORK AGREEMENT

• **DAY AND TIME SERVICES TO BE PROVIDED:** \_\_\_\_\_

• **HOURLY RATE OF PAY:** \_\_\_\_\_

• **HOW OFTEN WILL WORKER BE PAID:** \_\_\_\_\_

## SERVICES TO BE PROVIDED:

### ROUTINE HOUSEKEEPING

- Cleaning kitchen: countertops, wipe inside and outside of microwave, stovetop and refrigerator
- Wash recent dishes
- Make bed, change bedding
- Clean bathroom
- Dust
- Pick up and organize
- Empty trash
- Vacuum, sweep and mop floors
- Help put groceries away

LAUNDRY in-home or out-of-home

MEAL PLANNING AND PREPARATION

ESSENTIAL ERRANDS OR ESCORTED TRANSPORTATION: grocery store, pharmacy or bank.

INCIDENTAL ASSISTANCE WITH PERSONAL CARE is assistance with hygiene and/or dressing that doesn't require specialized training. This can include helping a consumer to wash their face and hands, comb or shampoo hair, apply make-up, and brush teeth.

INCIDENTAL ASSISTANCE WITH DRESSING involves helping a consumer put on, remove or fasten their outer garments. Examples: helping a consumer put on or remove sweater, jacket, shoes or socks. These types of tasks don't require specialized training.

Care must always be taken to consider consumer's limited mobility or pain.

NOTE: Self-Direct Home Helpers do not assist with baths or showers.

I understand that I am not an employee of Catholic Charities, therefore Catholic Charities cannot provide pay statements. The consumer has been provided with a form for you to keep a record of date/time worked and date/amount paid.

Signature of Consumer: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Home Helper: \_\_\_\_\_ Date: \_\_\_\_\_



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