

Appendix F

Sample Policies

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Many organizations create policies to help their employees understand the behavior that is expected of them on the job. As you become more familiar with self-directing your personal assistance supports and services you may find that you have identified some behaviors that either must happen or must not happen when your PA is working for you. These decisions can be called policies. Here are some sample policies adapted from policies created by OCCK, a community service provider, to get you started.

Absences – I expect you to come to work when you are scheduled to work. My independence depends on your dependability. Not coming to work and not calling me to make other arrangements more than once will be grounds for termination. Excessive absences may be grounds for termination.

Tardiness – If a PA is going to be more than 15 minutes late getting to my home they must call and let me know. The time the PA writes on the timesheet must be the actual time they worked. Being tardy without calling me or being tardy too many times may be grounds for termination.

Illness – If a PA is ill the day they are scheduled to work they must notify me immediately. As the employer, I may contact you to cover another staff person's shift if they are ill. Please be aware that personal attendants and night support are a necessity, without these services I cannot live independently.

Trading shifts – If you have several PAs, you may decide to let your PAs manage who will cover each shift. If shifts are traded between PAs, in order to assure coverage, the shift that the PA agrees to cover then becomes their responsibility. If that PA cannot cover for some reason they need to find coverage. It does not default back to the original PA on schedule. In order to assure that everyone is aware of the change be sure to notify the employer and post a note on the PA board.

Timesheets - The employer keeps the timesheets. Each PA signs in on each shift and signs out at the end of each shift in front of the employer. Be aware that the State of Kansas and Medicaid can charge a PA with fraud if he or she records hours on a timesheet that they didn't work.

There are many other behaviors that could become policies. Here are a few more to consider.

On-time and ready to work - PAs are expected to arrive at my home prepared to work at least by the time your shift begins.

PA friends and family - PAs should not bring with them to work: friends, boyfriends, girlfriends, spouses or other relation. You are here to work for me and I expect your individual attention.

Your child(ren) may accompany you to work if you have cleared it with me first.
OR

Your child(ren) may accompany you to work only under the following conditions:
(a) you have no options for day care, (b) you have notified me prior to bringing them, (c) if they become a problem you must make other arrangements immediately or contact another PA to work your shift.

Smoking – Smoking is not permitted in my home. You may smoke outside. Please dispose of your cigarette butts in the can outside the door.

Meals - Meals are not provided. If you would like to bring your dinner you may keep it in the refrigerator and warm it in the microwave or oven. I can provide water to drink. If you prefer something else to drink please bring it with you. Please take any food with you that belongs to you at the end of your shift.

Going out for entertainment - When going out for entertainment I will pay for the PA if there is an admission fee. For example: the movies, an arts festival, etc.

Record daily activities - Record daily activities on your shift in my PA log notebook. Please keep timesheets here.

Using my phone - Ask me before using my phone for personal calls. These are allowed on a limited basis. You may receive personal calls on a limited basis also. If the calls interfere with your duties they need to stop. **ABSOLUTELY NO LONG DISTANCE CALLS ON MY PHONE. THAT IS GROUNDS FOR IMMEDIATE TERMINATION.**

Using my washer or dryer - You may not use my washer and dryer for your personal use. That is grounds for termination.

Borrowing money - You are not to borrow money from me. That is grounds for termination. It is also recommended not to loan me money or have me write checks to you should you pick something up for me. If you are picking something up at the store for me it is best to have me write a check to the store. Any checks on my account written to my PA can be suspect if SRS or any other agency should become involved for any reason.

PA behavior – PAs, please do not talk about each other in front of me.

When my PAs talk negatively about each other it has a negative affect on me. I tend to treat my PAs in rude ways when others speak badly of them.

If I express a concern about another PA please encourage me to speak with the person involved or my case manager or a family member.

If you have a concern about another PA please address your concerns to me in an objective manner remaining as positive as possible. Please avoid gossiping or complaining about other PAs.

I feel that my PAs are acting in my best interest and treat me with respect. I know that each PA has a different method of accomplishing the same task. This does not necessarily mean that anyone is wrong. Please help me remain positive by remaining positive yourself.

Thank you for your cooperation.

Confidentiality - All issues regarding the employer are to be handled in a confidential manner. Do not discuss employer's affairs with anyone without the employer's consent. PAs may share with each other only that information needed to carry out specific duties and training activities. Share information on a need-to-know basis. PA logs need to be restricted to information necessary for consistent services. Keep logs positive, objective and do not include negative comments concerning the employer or other PAs.

Breaking confidentiality may be grounds for termination.

Good Idea!

As you can see, the sample policies covered a wide range of behaviors. You could use or change any of the sample policies or write a policy of your own. Once you have shared your policies with your PA, it is a good idea to have them sign a statement that says "I have read the policies and I understand them."

These sample policies were adapted from OCCK's Self-Direct Instructional Manual with our thanks.

OCCK's Self-Direct Instructional Manual. (2004). S. Murray-Sincock. For more information contact Susan Murray-Sincock, Occupational Center of Central Kansas, Inc., Independent Connection, 1710 West Schilling Road, P.O. Box 1160, Salina, KS 67402-1160. Phone: (785) 827-9383.