



**Recruitment,
Management and
Training of
Personal
Assistants:**
*A Handbook for
People with
Disabilities*

Sample
Available
Upon
Request

Prepared by the
Personal Assistance
Services Task Force
a project of the
Coalition of Texans
with Disabilities and
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Disabilities

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DEDICATION

Scott D. Tooke

1967 - 1995

This manual is dedicated to Scott D. Tooke, a tireless advocate for disability rights, a personal assistance services user, and author of Attendant Care from Both Perspectives, which served as a valuable resource to this project. Scott Tooke spent the majority of his life working to improve the perception and dignity of persons with disabilities. He was known not only in his home town of Lubbock, but across the state as a strong defender of disability rights and services.

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This document is available in alternative formats including: large print, braille, disc, and audio tape.

EMPLOYMENT ARRANGEMENTS FOR PRIVATE PAY

Employment arrangements depend on the needs and resources of the consumer. A variety of employment arrangements are available for the private pay consumer. Options would include:

1. Live-in arrangements in which the personal assistant lives in the home or apartment of the consumer;
2. Hourly employment in which the personal assistant comes and goes from the consumer's home at specified hours; and
3. Shared arrangements in which the personal assistant provides services to more than one consumer and goes from one consumer to another at specified times while the cost is shared among the consumers.

An individual paying their personal assistant out-of-pocket has **employer-related responsibilities**. The Internal Revenue Service (IRS) is concerned with who is paying employment taxes (Income tax withholding, Social Security and Medicare). Call the IRS at 1-800-829-1040 for more information. The Texas Workforce Commission (512/463-2742) is concerned with the payment of State Unemployment Taxes. Worker's compensation insurance is not required in Texas, but as an employer you are assuming a risk. The Texas Department of Insurance quoted rates of \$45 to \$90 per year for covering one assistant. You may also require your assistant to be bonded.

REIMBURSEMENT METHODS FOR PRIVATE PAY

There are numerous reimbursement methods available to the private pay consumer, including:

1. Providing in-kind payment like room, board and other expenses for services;
2. Providing in-kind payment, such as free rent, plus salary for services;
3. Paying an hourly rate, perhaps with an increased hourly wage for holidays;
4. Sharing a fixed cost or hourly rate with other clients.

It is important to establish the amount and method of payment at the interview. For live-in arrangements, the consumer should be very specific in telling the personal assistant what is included or not included in the in-kind payment. Other possible benefits that may or may not be provided include local telephone, cable TV, transportation, covered parking, kitchen privileges, etc. In any type of arrangement, the consumer should be very clear when informing

the personal assistant what duties are expected for the payment being provided. For example, housekeeping and laundry may or may not be part of the personal assistant's duties; the consumer may wish to pay extra for these services or may choose to have someone else provide these services. It is often helpful to find out from other consumers what the "going rate" is for similar services in the area.

RECRUITMENT AND ADVERTISING

Because of the cost restraints, and the desire to feel more control over their service delivery, many opt to recruit and hire their own personal assistant. Home health agencies are more costly, and often leave consumers with little or no choice as to whom the agency will send to provide the hands-on services. Some advantages of an agreement with a home health agency or other provider agency is that the agency handles recruitment and employer responsibilities of payroll, checking references, criminal history checks and more.

In recruiting a personal assistant, it is essential to determine what qualities or training level you desire in a personal assistant and find someone who is able and willing to perform the job. Even if you are on a state program, it is possible to recruit and interview your own personal assistant.

If you are on a state and federally funded-program: State agencies typically contract with a provider agency for direct services (i.e. a home health agency, independent living center). If you find individuals you wish to hire as regular and back-up assistants, they must be willing to sign up as employees of the provider agency. This is not required on some programs, such as Client-Managed Attendant Services or In Home and Family Support, where you can assume employer responsibilities. Some agencies may impose criteria for their employees, such as CPR certification. As employees of the agency, the assistants must adhere to the agencies' policies, such as participating in an orientation. The agency will call references and run criminal history checks. Remember: even if your assistant is technically the employee of a provider agency, you have a right to assert your role as daily supervisor.

There are many methods of advertising and recruitment that a person can utilize when looking for a good, dependable personal assistant. Do not discount any possibility. Below are some suggestions for finding prospective employees:

1. **Newspaper Advertisements**
Classified ads in newspapers are an efficient method to reach a large audience. Neighborhood newspapers are cheaper than major citywide newspapers, and are good to target potential assistants who live closer to your home.
2. **Local Newsletters**
Sometimes disability and other community organizations will run short ads.
3. **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 to find students who are interested in a live-in arrangement. Students that have majors in the area of health and human services are often looking for work experience. To advertise a position, contact the career placement office, student housing office, or a Texas Rehabilitation Commission office on campus.

4. **Word of Mouth**

Don't forget to ask family, friends and neighbors if they know of anyone who would make a good assistant for you. Let them know what qualifications you are looking for, and ask them to tell others about the position, too.

5. **Local Agencies**

Social service organizations like independent living centers often keep a registry or list of assistants who may have received some basic training or have work experience.

6. **Home Health Care Agencies**

If you can afford it, and don't mind a more limited choice as to who provides your assistance, you can look in the phone book under home health services.

7. **Bulletin Boards in High Traffic Areas**

Hang flyers on bulletin boards in high traffic areas, such as: grocery stores, banks, apartment buildings, restaurants, community centers, churches and laundromats.

8. **Local Employment Offices/Rehabilitation Agencies**

One source often overlooked is the state employment commission (now the Texas Workforce Commission), or rehabilitation agencies. (Texas Rehabilitation Commission) Some universities have TRC offices on campus.

CONTENTS OF AN ADVERTISEMENT

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

1. Your name
2. Job title and a short description of the job
3. Phone number

Optional, but helpful information you can include:

1. Hours (Is the job hourly or live-in?)
2. Qualifications required
3. Compensation and benefits offered
4. Location (i.e. Southwest Houston)

Following are samples of advertisements that you could use as a guide:

Personal Assistant - Needed to assist male with quadriplegia with personal care, shopping, light housekeeping. Part-time, 4 days/week. Flexible scheduling. Driver's license preferred. Ideal for a college student, prime location near Rice University, \$5.90/hr. Call Tom at (212) 111-1111 evenings.

Personal Attendant - Female, nonsmoker, needed to live-in with person with disabilities to assist with personal care, housekeeping. Free rent, days negotiable, salary included. At least 6 months prior experience preferred. Call Carmen at (555) 555-1212.

SCREENING APPLICANTS

The Initial Telephone Contact

1. Give a brief description of the duties of the position, amount of hours the job requires, and the amount and method of pay.
2. If the job includes bowel/bladder care, and if there are times when you will not be wearing clothes, be sure to tell the applicant.
3. If the applicant is interested, ask the applicable questions, and record answers:
 - a. Will you give me your name, phone where you can be reached, and address?
 - b. What days/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 person before? (If yes) Tell me a little about the kinds of tasks you performed.
 - d. Do you have reliable transportation?
 - e. Are you at least 18 years of age and do you have a valid Social Security number?
 - f. Do you smoke?
 - g. Are you allergic to pets?
 - h. Are there tasks you object to performing (i.e. bathing, toileting, and dressing?)
 - i. Do you have any experience in lifting, transferring, and positioning?
 - j. Can you cook and would you mind doing housework?
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 a Texas Identification Card or Driver's License and proof of address when they come for an interview. You may consider meeting at a "neutral" location outside the home for personal safety purposes.
5. 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 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 disability.
3. Ask the applicant to fill out an 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 access to the information you will need to make a final decision. It will give you good information to ask questions about during the interview as well as provide a good resource for back-up or substitute assistants if your regular assistant is unable to get to work. On page 11 is a sample application that can be modified to fit your personal needs.
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 safely perform the functions of the job. (i.e. lifting or transferring heavy objects)
5. Ask them to tell you about him/herself. Be sure to ask questions 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, any benefits and leave plan, and your method of evaluating an assistant.
7. Give the applicant an opportunity to ask questions.
8. Tell the applicant you will call as soon as you make a decision. (Be sure to contact the applicant even if you decide not to hire him/her). Thank them for their interest and time.

Sample Questions

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

1. How far do you live from here? (Turnover tends to be higher among workers who commute long distances.)
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. Tell me how you approach multiple tasks to 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? What did you like best and least about your last job?
8. What are your best and worst 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. Describe a hypothetical "scenario," and ask what the applicant would do in that situation.

CHECKING REFERENCES

Before you make a decision about who you want to hire as an assistant, check each person's references. Call former employers listed on the application, and look carefully at how long they were employed at each place. (According to Americare, Inc., if the applicant has held three or more jobs in the last five years, it is a sign he/she will not last.) Ask former employers if the applicant worked there and the dates worked. You can ask the following, but the previous employer is not legally required to provide you the information: Is the person reliable, did they arrive on time for work, did they do satisfactory work, were there any problems and would you hire him/her again? Check personal references, also.

You can request your applicants to obtain their criminal history at their expense. For a city/county clearance letter from the local police department, cost is around \$5 (only covers local crimes). A statewide certified criminal history check from the Texas Department of Public Safety is available to applicants for \$17.50. It will reflect crimes committed in Texas, but not outside of Texas. If you are on a state program that contracts with a home health or other agency for services, the provider agency will obtain criminal histories.

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, arrange a time and day for them to start, and have them fill out a contract agreement (see pages 14-16) if you desire to formalize the arrangement. You can hire the personal assistant on a trial basis (for example, three months), as a substitute, or as a permanent worker.

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 recommended to keep a list of four or five back-up assistants to guarantee you get help when you need it.

You can find substitutes in several ways. Whichever method you choose, it helps to have a phone within reach that you can operate for those occasions when your assistant can't make it.

1. Perhaps the best method is to recruit and hire back-ups just as you would your "regular" assistant(s). Keep names and phone numbers of applicants willing to serve as back-ups.
2. Friends, neighbors and 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 the weekdays, one for the weekends).

SAMPLE
EMPLOYMENT APPLICATION

(Can be modified to meet your individual needs.)

NAME: _____ DATE: _____

STREET ADDRESS: _____ CITY: _____

STATE: _____ ZIP: _____ SOCIAL SECURITY # _____

HOME PHONE NUMBER: _____ OTHER: _____

Date of employment availability: _____

How many hours a week can you work?: _____

Are you interested in a live-in position? YES NO

Are you interested in serving as a back-up assistant? YES NO

ANSWER THE FOLLOWING QUESTIONS:

1) Why do you want to be a personal assistant?

2) Have you ever been convicted, plead guilty or no contest or received deferred adjudication for any offense? If so, please explain.

3) Do you have a valid Texas driver's license? yes no

4) Do you know CPR? yes no

LIST ALL JOBS YOU HAVE HAD BEGINNING WITH THE MOST RECENT:

EMPLOYER'S NAME: _____

DATES OF EMPLOYMENT: _____

EMPLOYER'S ADDRESS: _____

PHONE NUMBER: _____ SUPERVISOR'S NAME: _____

DESCRIPTION OF WORK DUTIES: _____

REASON FOR LEAVING: _____

EMPLOYER'S NAME _____

DATES OF EMPLOYMENT _____

EMPLOYER'S ADDRESS _____

PHONE NUMBER _____ SUPERVISOR'S NAME _____

DESCRIPTION OF WORK DUTIES: _____

REASON FOR LEAVING _____

LIST THREE REFERENCES:

- | | | | |
|----|--------|-----------|----------------|
| 1. | _____ | _____ | _____ |
| | (Name) | (Address) | (Phone Number) |
| 2. | _____ | _____ | _____ |
| | (Name) | (Address) | (Phone Number) |
| 3. | _____ | _____ | _____ |
| | (Name) | (Address) | (Phone Number) |

Method of Transportation: _____

I verify that the information provided is true and correct to the best of my knowledge.

Signature: _____

SAMPLE PERSONAL ASSISTANT JOB DESCRIPTION

CRITICAL JOB ELEMENTS:

1. Provide personal assistance services, including bathing, dressing, bowel and bladder management, transferring from bed to wheelchair, meal preparation, light housekeeping, other tasks as requested.
2. Job involves lifting and bending.
3. Limited amount of travel.

HOURS:

Weekday hours are from Monday at 6:00 A.M. through Friday evening at 6 P.M. Weekend hours are from Friday at 6:00 P.M. through Sunday night at 11 P.M.

KNOWLEDGE, SKILLS, ABILITIES:

1. Need someone who is reliable, punctual, neat and organized, willing to perform tasks as requested, willing to learn job requirements, able to follow instructions. Looking for someone who wants job long-term.
2. Assistant is required to observe job duties during at least one weekday morning. Pay is provided for observation. Training will be provided for the first 2-3 days at negotiated hourly rate. No experience required, just must be willing to learn.

OTHER REQUIREMENTS/CONSIDERATIONS:

1. If assistant decides to leave, must be willing to stay until replacement is found, which could be 6-8 weeks, and be willing to train replacement.
2. Prefer non-smoker, no pets, no small children.

COMPENSATION:

Weekday assistant receives free garage apartment with paid utilities and cable TV. Washer and dryer are available in garage. Weekday assistant receives small salary of \$150 per week [or] \$600 per month to be paid on the 1st and 15th of the month. Weekend assistant is paid \$75 per weekend [or] \$6 per hour.

SAMPLE A

EMPLOYMENT CONTRACT

(All contract examples can be modified to meet your needs.)

(Cross out items which are not applicable)

1. The assistant will carry out the duties and responsibilities listed in the job description.
2. Following are the hours the assistant will work:

Monday _____	Friday _____
Tuesday _____	Saturday _____
Wednesday _____	Sunday _____
Thursday _____	
3. The assistant will have the following time off:

4. Salary includes room, board, utilities, phone and \$ _____ per week and/or \$ _____ per _____ to be paid _____.
5. When leaving, the assistant will give the approximate time of return and, if possible, leave a phone number where he/she can be reached. Also, when the assistant will be late in returning, he/she will call to let the employer know.
6. Any long-distance telephone calls will be paid for by the person who made the call.
7. When an unscheduled back-up is needed, the assistant will not be paid.
8. Both parties to this agreement will respect each other's individuality and treat each other accordingly. Both will attempt to be flexible and work at solving problems as they arise.
9. At least 2 weeks notice will be given by assistant regarding termination of this agreement.
10. Other agreements:

Employer	Date	Personal Assistant	Date
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SAMPLE B
EMPLOYMENT CONTRACT

This is an agreement between _____ (Employer) and _____
_____ (Assistant) for providing personal assistance, starting on _____, 19____.

Work Schedule

The assistant shall work a total of _____ hours weekly. The assistant shall work the following days of each week: _____.

The assistant shall work the following hours on each day noted above: _____.

Work Responsibilities

The assistant is responsible for performing the tasks on the "Job Description" attached to the back of this contract.

Salary

The employer will pay the assistant \$_____ per _____. Board and Room is/is not (circle one) included in the assistant's salary. The assistant will be paid every _____. The assistant may use the following things owned by the employer:

Leave Time

The assistant will be given _____ days of paid/unpaid vacation each year. Use of vacation days must be arranged at least _____ weeks in advance. The assistant will receive _____ days of paid/unpaid holiday leave. The assistant will receive _____ days of paid/unpaid sick leave per year.

If the assistant is not able to come to work, or will be late for work, the assistant must notify the employer immediately. If necessary, the assistant will help the employer with the necessary phone calls to arrange for a substitute.

Other Compensation

The employer shall be responsible for the following expenses:

Evaluations

The assistant will be evaluated by the employer every _____. The assistant will be given a written copy of the evaluation. The evaluation will include areas of good performance and areas where improvement is needed.

The assistant will be given warning for poor performance. If the assistant receives _____ warnings about the same thing, the employer will _____

_____.

Amendments: Any item of this contract may be changed at any time by mutual agreement of the employer and the assistant.

Termination

The assistant will give _____ weeks notice of intent to quit. The employer will give _____ weeks notice of intent to terminate the employee.

In the event that the assistant _____
_____, the assistant will be terminated without notice. In the event that the employer _____
_____, the assistant may quit without notice.

Personal Habits

The assistant may not do the following things in the employer's home or car: _____

_____.

The employer may not do the following things while the assistant is present: _____

_____.

Taxes and Insurance

The _____ will be responsible for payment of federal, state, and local taxes. The _____ will be responsible for maintaining appropriate insurance. The assistant will/will not (circle one) be responsible for bond insurance.

Other

_____.

Signed this _____ day of _____, 19____.

Employer

Assistant

Witness

Witness

TRAINING A PERSONAL ASSISTANT

The following is a list of suggestions that will help you in training your personal assistant:

1. Explain the nature of your disability in as much detail as possible.
2. Conduct training sessions with your new assistant every day, covering one subject a day.
3. Review previously covered sessions regularly to ensure the assistant understands what you taught.
4. At the beginning of each training session, present a brief overview of what you will teach.
5. At the end of the session review what was taught in that session.
6. Be sure to emphasize safety precautions and what to do in the case of an emergency.
7. Explain the proper use of any life support systems in detail.
8. Fully describe all procedures, such as transferring, in a step by step method. (Be sure one step is clear before moving on.)
9. Explain technical words, ask for feedback to guarantee you are communicating effectively with your assistant.
10. Be patient; try to remember this may all be new to your assistant, and even the best will not get it all right the first time. (It may be helpful to write the instructions and give them to your new employee.)
11. Be sensitive to how much your assistant can grasp in one training session. (A procedure that might take one session for one person, may require several for another assistant).
12. Try to have a family member, former assistant, or friend demonstrate proper methods of performing procedures as you train your new assistant.
13. Be consistent and logical, don't change procedures without explaining why.
14. Patiently correct your employee when he/she makes a mistake in some procedure or technique.
15. Be sure to give positive reinforcement and praise when your assistant is doing a good job or has learned a new procedure.

CONFLICT RESOLUTION AND TERMINATION

As with any employment situation there are bound to be some areas of conflict at times between you as the employer, and your personal assistant as the employee. Sometimes conflict is due to poor job performance on the part of the assistant. 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 employee on the aspects of the job that are causing him/her 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 timeliness 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 employer 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 a conflict arises, do not shut down. Keep talking, and try to find out the true reasons behind misconduct. The problem will not go away by ignoring it.
2. **Bring in a third person to help settle the conflict.** An arbitrator who is objective can often find a resolution that both parties can live with.
3. **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 assistant.
4. **In genuine differences of opinion, look for compromise.**

If all else fails, then you must take the responsibility of terminating the employee. It may be due to failure to follow safety procedures, chronic lateness, inability to follow directions, or personality conflicts, but whatever the reason, it is never easy to do. The exact method you use is up to you. Below are suggested ways to handle the difficult task of terminating an employee.

1. Do it in person yourself, or do it over the phone if you feel more comfortable with this approach. (You may want to have a neighbor, friend or relative with you when you terminate the relationship.)
2. Do not drag it out, be direct, come straight to the point.
3. Some suggested methods of communicating the termination are: "I am sorry, but I do not feel you are appropriate for this job," "You are not fulfilling your job obligations," or "I won't be needing your services any more."

4. It is your choice as to whether or not you give the traditional two-week notice.
5. Watch what you say to others about the situation, especially other assistants.
6. Analyze what went wrong, to avoid a similar situation in the future.

It is recommended that you arrange a back-up prior to termination. See the following for steps you can take to protect your property and personal safety when you terminate an employee.

PROTECTING YOUR PROPERTY AND PERSONAL SAFETY

Following are tips on protecting your property and personal safety.

To protect your property:

1. Make an inventory. List valuable items, the date of purchase and the original price. Save receipts and serial numbers if possible. Better yet, take photographs or make a video recording of your valuables. Give a copy of your inventory to your insurance agent, family member, friend; and/or put another in a safe, or safe deposit box. If you have a loss, it will help establish proof of value for filing an insurance claim.
2. Mark valuable items. Marking things a thief would be likely to steal, like the TV and stereo, will help police trace them and return them to you if they are recovered. Use an engraving pen. Many times they're available for loan from your police station. Ask the police which numbers to use. Usually your driver's license number with state abbreviation or your social security number are recommended.
3. Everything should have a place known to you and should be kept in that place. 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 close tabs on your consumables can help to control purchasing.
5. You may consider purchasing a home insurance policy to help you recover some of your property in case of fire, flood, theft or other loss.
6. When you must terminate a personal assistant, check your telephone bill and make sure no phone calls were charged to your number by an ex-employee.
7. Check credit card bills for charges you did not make, and if you allowed your assistant to withdraw money with your ATM, change your PIN number.
8. Be sure to get your keys from your assistant when you are terminating. Change your locks if the assistant does not return your keys.

In protecting your personal safety:

1. You have the right to receive personal assistance without being taken advantage of sexually or financially, and to terminate exploitive or abusive relationships. If you feel that a behavior an assistant is displaying toward 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 (including rapists and burglars) often enter through unlocked doors or windows. Keep your doors locked - especially at night. If it is a friend at the door, he or she won't mind waiting on you to open the door.
3. If you suspect someone is trying to get into your home, call 911. Even if you are not sure, it is best to call. If it is an assistant or someone else 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.
6. Trust your gut feeling. If you feel unsafe, terminate the relationship with your personal assistant.
7. Have friends and family that you trust handle things that you do not feel comfortable delegating to your assistant (i.e. assistance with financial matters). Let your assistant know that your friends and family are watching out for your well-being. Let neighbors you trust know your schedule and ask them to keep an eye on your home.
8. In cases of abuse that involve a worker employed by a home health agency, report the situation to the Texas Department of Health at 1-800-228-1570. If you are experiencing abuse by someone who is not a home health agency employee, call Texas Adult Protective Services to file a report at 1-800-252-5400.

