



# Hiring & Supervising



## *Your Home Care Worker*

For Consumers of  
In-home Care Services  
in Washington State

**May 2010**

## Introduction

Managing the day-to-day details of your in-home services can be challenging. We offer this information to help you with finding and keeping good home care workers.

For those who use in-home services, the key to living independently is effectively managing their own care. This guide is separated into three sections:

1. How to Find and Hire a Home Care Worker  
*Designed to help you find and hire reliable persons to provide assistance with your daily activities.*
2. Supervision of Your Home Care Worker  
*Offers suggestions about managing day to day activities between you and your home care worker.*
3. Communication Techniques  
*Ideas and tips for positive communication and recognizing your worker.*

*Hiring and Supervising Your Home Care Worker* is intended as a guide only and does not create an entitlement to services. Please contact the appropriate resources for eligibility criteria and costs.

### ***MEDICAID and LONG-TERM CARE SERVICES FOR ADULTS***

is a booklet that explains the process for applying and receiving Medicaid and long-term care services in Washington State and explores the options for getting help with your care. Contact your local Senior Information and Assistance office to request your copy.

**RESOURCE  
SECTION**

**Resources and supporting documents are located in the last section of this guide.**

## Definitions

### ***Consumer/employers***

People who employ home care workers for in-home services are sometimes called consumers or clients. The term “consumer” or “consumer/employer” is used throughout this guide because it recognizes hiring, training and supervision responsibilities.

### ***Home care workers***

People who provide in-home care services are sometimes called personal assistants, individual providers, aides, caregivers or workers. In this guide, we use the term home care worker or worker because it transcends the different Medicaid programs and personal services for which these people are hired.

#### **Tip: *Definitions***

You may use the terms *personal assistant, aide, caregiver, worker* or *individual provider* when referring to your worker. It is important to know that some people may not like the term you choose. You should find out from them which term they prefer.

Likewise, you should be very clear which term *you* prefer them to use when referring to *you*.



Contact the Home Care Referral Registry  
to find workers available in your area.

Call **1-800-970-5456**

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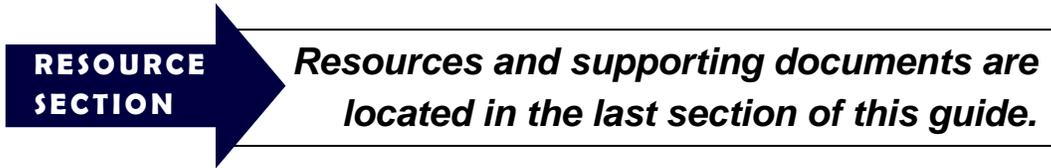
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