



IHSS

IN-HOME SUPPORTIVE SERVICES
TRAINING ACADEMY

A PROJECT OF SAN DIEGO STATE UNIVERSITY SCHOOL OF SOCIAL WORK

Getting Started With Your New Provider

STARTING OFF ON THE RIGHT FOOT

During your first meeting with a new provider, it is important to tell them what you expect. It is best to talk about any difficult issues and agree on things before he/she starts work.

Some of the things you may want to talk to your provider about are listed below.

- **Authorized tasks review**
Explain what tasks the provider will be doing for you and how much time he/she can spend on each task. The county will send you a list of authorized tasks and the amount of time authorized when they approve or change your hours. Be sure to tell your provider how you would like to have the tasks done.
- **Health issues**
Tell your provider about any allergies, special diet needs, and other issues that require special care.
- **Infectious diseases**
It is best for you and your provider to tell each other if either of you have any infectious diseases, including HIV, Hepatitis, Tuberculosis (TB), and others.
- **Supplies**
Show the provider where supplies are kept and how to correctly use any special equipment.
- **Medications**
Explain what help you need, if any, and go over your daily medication schedule.
- **Emergency information**
Share all of the information your provider needs to know if an emergency happens. Include who to call in case of an emergency and how to get out of the house. Post emergency information in an easy to see place at all times.

- **Work schedule**

Be clear on what days your provider will be coming and how many hours he/she will work each day. Agree on a way to keep track of hours so you can make sure the timesheet is filled out correctly. Consider using a calendar or note pad as a way to keep track of tasks and hours worked each day.

- **Contact information**

Give each other all the telephone numbers where you can be reached and the best times for you to contact each other.

- **Transportation for medical appointments and errands**

IHSS does not pay for the cost of gas, car insurance, or public transportation. Make sure you are clear on who will pay these costs, and that your provider has car insurance and a valid driver's license.

For more information, contact your local county IHSS office.