

Setting and Maintaining Boundaries

- **Restrictions on tasks and hours**
 - You should not perform tasks or work hours that have not been authorized, even if your consumer asks you to. IHSS will not pay for unauthorized tasks or extra hours.
 - Complete a job agreement with your consumer and use a task grid for each pay period. You can refer to these documents if the consumer asks you to work extra hours or perform tasks not covered, and gently remind the consumer that you do not get paid for these things. You can use the grid to decide with the consumer which tasks need to be performed that day and which can wait.
- **Professional behavior when the workplace is a home**
 - You should not bring children or others to a consumer's home. His/her home is a workplace, and your job is to provide care.
 - You should not be spending your time visiting with the consumer instead of working. You can kindly remind your consumer that you must complete the tasks during the authorized time.
 - You should bring your own lunch or dinner if working during a meal time.
 - You should not use the consumer's property or belongings for your own needs.
- **Protecting privacy**
 - You should not share a consumer's name, address, telephone number, health, family situation, or behaviors with any unauthorized people.
 - It is important for you to know the consumer's health conditions and family contacts in case of an emergency. However, unless you are a relative or close friend, you should not have power of attorney or be named in a will.
- **Dealing with difficult behavior**
 - If a consumer is verbally or physically abusive, try discussing the problem with the consumer when it arises. If this does not help, talk with the social worker to determine whether the behavior is illness-related. If the behavior is illness-related, the consumer's doctor may need to be consulted to see if there is a medical solution for the behavior.

- If verbally abusive behavior continues and by understanding its origins you can tolerate it without too much stress, you could continue working for this consumer. However, you should not remain in a job where you are subject to physical or sexual abuse or where verbal abuse causes undue stress.
- **Handling money appropriately**
 - If you are asked to shop for the consumer you will be spending the consumer's money and returning change from the purchases. Insist that the consumer watches you take money from his/her wallet or purse.
 - Ask the consumer to verify the amount of money you are taking and record this amount.
 - Count the change and ask the consumer to initial the receipt when you give it back.
 - Do not loan money to or borrow money from the consumer.
 - Never ask the consumer to contribute to anything, join anything, or buy anything.