

Building Trust with Your Consumer

If consideration for the consumer is demonstrated in the ways described below, a consumer will come to trust the provider. Trust is built one day and one interaction at a time, leading to a good working relationship between a consumer and his/her provider and encouraging mutual respect. If you can establish a trusting relationship with the consumer, you will contribute to the consumer's well-being and happiness and your own job satisfaction and stability. With trust, it becomes easier to discuss any problems that may arise and to develop solutions that work for both of you.

Say what you are going to do and then do what you say

- Reliability is essential. Decide on a mutually good time for your work schedule prior to starting work. Report for work on time on the days you are scheduled to be there or let the consumer know in advance if you cannot make it to work.
- Perform the authorized and agreed upon tasks to the best of your ability and in the quality of work you would expect if you were the consumer. This includes planning to make the most of the time allowed.

Communicate: frequent, honest communication builds trust

- Ask the consumer how they want tasks to be completed and ask more questions about anything you do not understand.
- Keep the lines of communication open to avoid misunderstandings. Promptly address problems and possible solutions that work for you and the consumer. Admit if you make a mistake or an accident occurs and discuss the situation with the consumer.
- Look a consumer directly in the eye when communicating to convey that you are actively listening.
- Take responsibility for your own feelings and respect your consumer's concerns by using "I" statements.

Show the consumer that you respect and care about him/her

- Address the consumer by his/her last name unless requested to do otherwise.
- Wear appropriate and clean clothing.
- Carefully use the consumer's supplies and personal belongings for the consumer's needs only.
- Conduct personal business after working hours.

- Take time to learn more about your consumer including favorite foods, clothes, music, and memories, and use this information in conversations while performing approved tasks.
- Listen and show respect for your consumer's concerns.
- Honor confidentiality. Protect the consumer's privacy by not sharing his/her personal information, including name, address, health, finances, family situation, or behavior with others.
- Cultural differences may sometimes affect how you get along with the consumer and may create misunderstandings. Talk about these things immediately and work on a solution that will satisfy both of you.