

IHSS Consumer Responsibilities

- 1. Clear communication** about what tasks and responsibilities they would like done, and how they want it done. Consumers should discuss any problems directly with the worker.
- 2. Foster respect for workers.** Some workers feel under-appreciated. They want to be treated respectfully, and be appreciated for the quality of work they provide.
- 3. Respect for workers' boundaries.** Workers want to feel safe in their environment. They ask for a workplace where they are not harassed and not asked to do dangerous or inappropriate things.
- 4. Limit consumers' relatives' input on worker's performance.** Workers want to work for the consumer. Workers dislike it when family members tell them how to do their work or request added work that was not specified in the job contract. (Unless the consumer requests assistance or has a legal guardian).
- 5. Sign the time sheet for all hours worked.** In-Home Supportive Services expects the consumer to schedule their homecare worker(s) to offer the services approved by IHSS for the number of hours authorized by the social worker. The consumer should sign the timesheet approving the actual number of hours worked, not more or less, at the end of the time period.
- 6. Recognize workers' right to look elsewhere for employment.** Workers should not have to stay in a situation that threatens their emotional or physical safety, or that is not the right job for them. When possible, workers should notify consumers 2 weeks in advance if they plan on leaving the job.

IHSS Homecare Worker Responsibilities

- 1. *Respect Consumers' right to direct tasks.*** Consumers have the right to determine what tasks need to be done on any given day, and how they will be done.
- 2. *Respect Consumers' right to express themselves.*** Although consumers have a disability, it is important not to speak for those who want to state needs, problems, and thoughts for themselves.
- 3. *Not to take advantage of consumers.*** Many consumers may be in a vulnerable situation because of economic, emotional and physical limitations. Consumers have the right to feel safe in their home and not to be threatened with abuse, theft, or abandonment. Do not ask for or receive loans or presents. Likewise, do not ask your consumer to sign a timesheet for hours you have not worked.
- 4. *Respect the confidentiality of consumers.*** Workers may see or hear about many aspects of the consumers' personal life or business dealings. Workers should not share this knowledge with others outside of work.
- 5. *Recognize the consumers' right to fire a worker.*** Consumers should not have to endure a situation that threatens their emotional or physical safety, or a person who is not the right worker for them. When possible, consumers should notify workers 2 weeks in advance if they plan on firing a worker.