

Hiring and Firing and Caregiver

HIRING A CAREGIVER



Determine Assistance Needs

Personal Care Aide:

- Unlicensed
- Serves as a companion and assist with light household needs.

Home Health Aide (HHA):

- Must have 72 hours of training that meets federal standards.
- Monitors client conditions and vital signs.
- Assists with Activities of Daily Living (ADL's) , light housekeeping and meals.

Certified/Licensed Nursing Assistant:

- Works under the direction of a Registered Nurse (RN).
- Monitors conditions, sets up medical equipment, assists with dressing changes, catheter care, range of motion, assistance with walking and administration of treatments.

Skilled Nursing:

- Licensed professional by the state.
- Manage and observe conditions and provide direct care.
- Tasks may include IV medication administration, tube feedings, injections, dressing changes, diabetic care, tracheostomy care, catheter changes, and administration of medication.

Hiring Process and Affordability

- Determine use of private or agency-based care based on the level of assistance needed.
- Determine insurance coverage and calculate pay rates for agency vs. private care company.
- Obtain financial contract and expectation from agency.
- Check with your local Area Agency on Aging for potential financial assistance.

Questions to Consider During a Caregiver Interview

- What services are provided by the agency or staff?
- Is the agency licensed or certified by Medicare or Medicaid?
- Is the agency or staff familiar with diagnoses and trained to manage required needs?
- How long has the staff member been with the agency? What experience do they have?
- What happens if a staff member does not show up for their shift?
- Are staff change requests an option? How do you file a complaint?
- Does staff receive ongoing training?
- What is the quality of care standards?

FIRING A CAREGIVER

Termination Guide

- Abuse: physical, emotional, or sexual
- Neglect: improper care and/or not performing duties as specified or agreed upon
- Lying or stealing
- Frequent missed shifts with or without notice
- Performance of duties outside of trained skilled set
- Sexual harassment
- Unprofessional behavior

Tips for Terminating a Caregiver

- Have another person with you during your termination discussion.
- Be direct and specify why they are being terminated.
- Do not give into begging and pleading from a caregiver.
- Do not allow arguing and ask them to leave if they proceed to argue.
- Have termination paperwork ready, as applicable.

