

IN-HOME SUPPORTIVE SERVICES (IHSS) RECIPIENT/PROVIDER WORKING RELATIONSHIP AND RESPONSIBILITIES

Having good communication is the first step to a positive working relationship between IHSS Recipient (employer) and Provider (employee). As the IHSS employer, it is your responsibility to keep the workplace safe. Your provider (employee) has the right to ask for assistance or report a complaint with the IHSS Public Authority if they believe that their IHSS employer has behaved in an unprofessional and inappropriate manner. IHSS Public Authority will make every effort to ensure that any complaint received will be thoroughly reviewed and appropriately addressed.

Helpful Tips for Good Communication

- Keep the lines of communication open to avoid misunderstandings.
- When dealing with difficult situations, the tone of your voice and choice of words can improve the outcome.
- Take responsibility for your own feelings and respect your provider's concerns by using "I" statements.
- Be friendly but keep your relationship as professional as possible. Remember they are there to provide IHSS services for you.
- Your provider may not want to share details about their personal life. Respect their privacy.
- Cultural differences and/or language barriers may sometimes affect how you get along and may create misunderstandings. Talk about these things immediately and work on a solution that will satisfy both of you.

What is expected from the Recipient as the Employer?

- As a recipient, be clear with the IHSS provider on work tasks and a work schedule. Providers are paid for completion of authorized IHSS services. Do not ask your provider to complete tasks or work hours that have not been authorized or are inappropriate.
- Demonstrate professional behavior (no rude language nor harassment), when the workplace is a home.
- It is important for your provider to know about your health conditions and family contacts in case of an emergency but keep other personal information private (such as finances).
- If you feel that your provider's behavior places your safety at risk, call 911 or local law enforcement immediately.
- If you cannot resolve your problem with your provider, you may report your concern and/or complaint to IHSS Public Authority. ***To begin this process, contact the IHSS Public Authority by calling 805-654-3416.***

What is expected from the Provider as the Employee?

- Provider is not to bring children or others into the recipient's home. Their home is a workplace, and their job is to provide IHSS services to the recipient.
- Provider is not to be spending his/her time visiting you instead of working. You may need to politely remind your provider to stay on task.
- Provider is to bring their own lunch or dinner if working at mealtime.
- Provider is not to use recipient's property or belongings for his/her own needs.
- Provider is to communicate with the recipient when unable to show up for work or is running late.

Respectful and Professional Workplace

For more information on harassment prevention in the workplace please visit the Department of Fair Employment Housing (DFEH) website at <https://calcivilrights.ca.gov/>