





# The Employers' Guide

CLIENT-EMPLOYED  
PROVIDER PROGRAM





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# A OVERVIEW

The Client-Employed Provider (CEP) Program enables the consumer (you) to receive help so you can remain in your own home. You and your Case Manager will develop a plan that includes the services you need. It will also include the number of hours approved by the Oregon Department of Human Services (DHS) to complete those services.

This guide will help you better use the DHS services available to you and to have a good working relationship with your employee/Homecare Worker. A separate Homecare Workers' Guide (SDS 9046a) covers the employee's roles and responsibilities. If you want a copy of that guide, ask your local SPD/AAA office for one.

You are the Homecare Worker's employer under the CEP program. Your responsibilities will include: locating, screening, and hiring Homecare Workers; supervising and training your employees; scheduling when they work and finding coverage when they are on leave; tracking the hours they work; addressing any performance issues; and discharging your employees when their performance has been unsatisfactory. If you want to maintain your own employment records, this guide includes a sample of a job description and an employment agreement. If you use these samples, you should modify them to meet your needs. Your Case Manager can help you develop a description of authorized services.

*A list of terms and definitions is included at the end of this handbook.*



# B

## Employment and hiring roles and responsibilities

### 1 As the consumer of services, you are the employer of your Homecare Worker

This means you have the right to hire, fire, schedule work, supervise and direct your employee in providing your services. You can get help from your family, friends, or other members of your support system to help you meet some of these responsibilities. Here are some of the responsibilities you will need to meet:

- Find, screen, interview and hire a Homecare Worker/employee;
- Check employee references;
- Develop a work schedule (days, times);
- Train and supervise your employee(s);
- Maintain employment records;
- Terminate the employment relationship when unsatisfactory;
- Establish job expectations and develop an employment agreement;
- Provide the Task List (SDS 598N) of services authorized by the Case Manager to your employee;
- Review tasks with employee and how services should be provided;
- Verify auto insurance and DMV license if the employee will be transporting you in your vehicle or the employee's vehicle;
- Report employee terminations, new employees and any provider violations to your Case Manager.

### 2 The Homecare Worker is your employee

Your Homecare Worker has to report to you if he or she is going to be late, needs to schedule an absence, or wishes to take time off from work. Other Homecare Worker/employees' responsibilities include:

- Meet Seniors and People with Disabilities (SPD) Homecare Worker enrollment criteria;

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- Complete a Homecare Worker application packet;
  - Attend mandatory orientation;
  - Pass a criminal history check;
  - Complete a new criminal history check authorization form when requested by the local office;
  - Provide only authorized services;
  - Provide quality services;
  - Arrive to work on time;
  - Ask employer for preferences in receiving services;
  - Practice universal precautions to prevent spread of disease;
  - Contact the Case Manager for changes in service needs or hours;
  - Maintain valid driver's license and necessary auto insurance if transporting the consumer-employer;
  - Maintain confidentiality.

### **3 Either SPD or an Area Agency on Aging and Disability Services (AAA) is the local office where your Case Manager works**

Your Case Manager authorizes the number of hours of service you can receive each month and authorizes payment to your employee. The local office enrolls your employee as a provider in the CEP program and issues each employee a provider number for payment. The local SPD/AAA office also has a support specialist who processes vouchers and issues the payments to your employee. Local SPD/AAA office responsibilities include:

- Assess consumer service needs;
- Provide referral list of Homecare Workers from the Oregon Home Care Commission Registry and Referral System to the consumer-employer when requested;
- Process enrollment forms for Homecare Workers;
- Conduct criminal history checks for Homecare Workers;

- Develop the Service Plan (SDS 546N) and the Task List with consumer-employer;
- Provide ongoing assistance with the Service Plan;
- Ensure program regulations are met;
- Provide protective services for the consumer-employer;
- Homecare Worker re-enrollment including new criminal history checks;
- Issue payments to employees and withhold taxes;
- Make sure paid services are being provided;
- Process paid-time off requests.

#### **4 The Oregon Home Care Commission is responsible for ensuring the quality of in-home services that are received and funded by DHS for seniors and people with physical disabilities**

The Commission:

- Defines the qualifications for Homecare Workers;
- Creates and maintains a statewide registry of Homecare Workers;
- Is charged with providing training opportunities for consumer-employers and Homecare Workers;
- Serves as the employer of record for collective bargaining purposes.

Nine commissioners are appointed by the governor for a three-year term. Five commissioners are consumers of in-home services. The others include representatives from DHS, the Governor's Commission on Senior Services (GCSS), The Oregon Disabilities Commission (ODC), and the Oregon Association of Area Agencies on Aging and Disabilities. The commission meets monthly in Salem and meetings are open to the public.





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## 5 The Oregon Home Care Commission's Registry and Referral System (RRS) will help you find a Homecare Worker who best matches your service needs

The RRS is available throughout the entire state, 24 hours a day, on the Internet. To access the Registry and Referral System website, go to <https://www.or-hcc.org>. For additional information, contact the Oregon Home Care Commission at 1-877-867-0077 (toll free) and select option number one.

## 6 STEPS to Success with Your Homecare Worker provides free training for employers

**STEPS** is a state-wide training program that teaches employer skills to people who receive in-home services through the Client-Employed Provider Program (includes the Spousal Pay program), Oregon Project Independence, and State Plan Personal Care (for seniors and people with physical disabilities). **STEPS** offers free training through workshops, one-on-one trainings, and "Guide on the Side" services (mentoring once you're taken the trainings). **STEPS** provides information about:

- Your role, rights, and responsibilities as the employer of a Homecare Worker;
- Identifying what services you need and writing a job description;
- Screening, interviewing, and hiring your Homecare Worker;
- Putting together a Homecare Worker back-up plan to stay safe;
- Managing your employee;
- Training your Homecare Worker;
- Communicating more effectively and solving problems;
- Keeping records;
- Terminating your Homecare Worker when necessary;
- Being safe in your home and planning for emergencies.

*For more information about STEPS, call toll free at 1-877-277-0513 or visit the STEPS website at [www.orsteps.org](http://www.orsteps.org).*





## Finding, screening and hiring an employee

### 1 Hiring check list

- Discuss your service needs with your Case Manager.
- Complete a Service Plan with your Case Manager.
- Develop a job description, if desired.
- Look for potential employees by using the Oregon Home Care Commission's Registry and Referral System or contacting your Case Manager.
- Screen applicants over the phone.
- Set up interview times.
- Interview applicants.
- Check references (personal or professional).
- Check driver's license and insurance if transportation needed.
- Hire a Homecare Worker.
- Notify your Case Manager when you hire a Homecare Worker.

### 2 The Service Plan and Task List

The Service Plan and the Task List are the documents that show what hours and services the SPD/AAA Case Manager has authorized your employee to provide. Your Case Manager will complete an assessment of your service needs and will work with you to develop a plan showing the services that will be provided and the amount of paid time that will be authorized to provide these services. This document is called the Service Plan.

Your Case Manager will look at the resources and supports already available to you and will build a cost-effective Service Plan to help you remain as independent as possible. Only certain types of services are covered. For example, your employee



cannot be paid through DHS to provide yard work, pet care or companionship, but could be paid to help you with things like bathing or housekeeping.

The task list gives a more detailed list of instructions for the authorized tasks that are authorized. For example, the service plan may authorize hours for housekeeping, but the task list would specify whether that included dusting, mopping, or washing dishes.

Your Case Manager should give you two copies of the task list, one for you and one for your employee. One copy is for you to keep and the other is for your employee. Your employee has the right to request a task list from the Case Manager if he or she does not receive a copy from you. It is important for your employee to know what tasks are authorized. Those are the only tasks for which the Client-Employed Provider program can pay your employee. If you have any questions about what services are covered, you can contact your Case Manager.

### **3 Finding a Homecare Worker**

To find a Homecare Worker that matches your services needs, visit the Registry and Referral System website at <https://www.or-hcc.org>. Your Case Manager can also assist you with obtaining a list of Homecare Workers through the Registry. In addition, you can identify someone you know and refer them to the local office to become your Homecare Worker. Ask your family and friends to help you find a Homecare Worker. STEPS training can also give you ideas on where to find a Homecare Worker.

If you are still unable to find an appropriate Homecare Worker, you may want to advertise. Your ad should include the hours needed, a brief description of duties, a telephone number and a time to call. In the ad, you could mention some of your preferences, such as someone who will work weekends or who is a

#### **Help wanted for older adult woman**

Housekeeping, meal preparation, bath assistance, 20 hours a week. References required. Call **123-555-1234** between 10 a.m. and 6 p.m.

#### **Possible locations to place your ad:**

- The local senior center
- Community college
- Local paper or Shopping circular such as Nickel Ads
- Community bulletin board
- School of nursing
- Churches
- Grocery store

non-smoker. **DO NOT** list your address or any confidential information.

If you hire someone from an ad you placed and the worker is not enrolled in the CEP Program as a Homecare Worker, he or she must complete an enrollment packet and pass a criminal background check before he or she can be paid to work for you. Your employee must attend a Homecare Worker Orientation within the first 90 days of receiving his or her provider number.

### 4 Developing a job description

A job description will help you and your employee understand what is expected of the employee. You may use the Service Plan that has been approved by your Case Manager as the framework for the job description. A sample job description is included in this guide.

Be sure to write a job description that fits your specific needs. Once the interview process is over and you have selected your Homecare Worker, sign the job description, and have your employee sign it, as well. Give the employee a copy and also keep one for your files.

### 5 Developing a job application

You may want to use a job application as one of the personnel records you maintain as the employer. The local office will keep a similar application that the employee will complete to become enrolled as a Homecare Worker in the Client-Employed Provider program. A job application should include some basic information:

- Name
- Address
- Phone number
- Driver's license number or state ID number
- Previous work history
- Personal and employer references
- List of special training or skills

*A sample application is included or you may develop one of your own.*



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## 6 Screening by phone

Screening your applicants by phone will save time by eliminating those who do not qualify for the job. When the applicants call to set up an interview or inquire about the job, ask them about their qualifications and give a brief description of your service needs. If the screening goes well, set up an interview time.

*Here are some suggestions for screening by phone:*

- Go over the services and assistance you need.
- Ask the applicant if there are any tasks he or she cannot or will not do.
- Discuss the possible work schedule (times each day and days per week when services are needed).
- Be up-front about your terms of employment and the work environment. Tell the applicant if you want a non-smoker. If you smoke or have pets, make sure you tell the applicant.
- Inform the applicant of any house rules you have, such as whether employees would be allowed to bring guests or pets into your home or if they can use your phone. If you have allergies or sensitivities to fragrances, let the applicant know.
- If the person you are screening is someone you may be interested in hiring, set up an interview time and place. You may wish to have a friend or a family member assist you in interviewing an applicant.

## 7 Checking references

Checking references is an important part of the interview process. The local office will not be checking references as part of the provider enrollment process, so it is important that you do this as an employer. References can give you a clear picture of the applicant's work history and background. You can check references before or after the initial interview. Never hire someone without checking his or her references. Past employers may legally answer only certain questions about past employees.



*Some possible reference questions for previous employers would be:*

- Would you hire this person again?
- Was this person reliable; did he or she show up on time?
- Are these accurate dates of employment?
- What kind of job duties did he or she perform?

*Some possible reference questions for previous employers would be:*

*(You may want to ask for personal references from someone not related to the applicant.)*

- How long have you known this person?
- What is your relationship with this person?
- Would you recommend this person as a service provider? Why or Why not?
- How would you describe this applicant's personality?
- Can you tell me about any experience the applicant has in working with seniors or people with disabilities?

### **8** Criminal history check

The criminal background check is a part of the Homecare Worker enrollment process through the local office. The applicant completes an authorization form to run a background check and the results are sent to an authorized staff person at the local office who conducts a "weighing test" to determine if the applicant is cleared to work. If the applicant has an arrest, conviction or something else in his or her criminal history, the staff person looks at several factors, such as how long ago the event happened, whether the applicant completed some type of treatment, if there is other history of crimes, and what kinds of services the applicant would be providing. Sometimes an individual with an arrest that happened a long time ago can still be approved to work. Some applicants receive a limited enrollment as a restricted Homecare Worker, which means they are approved to work for a specific family member or friend.



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By law, the authorized staff person at the local office cannot share the results of a criminal background check with you. The local office can tell you only whether the applicant passed or didn't pass the criminal background check. You may ask the applicant yourself if he or she has a criminal history. If the applicant doesn't pass the criminal history check, he or she can appeal the decision in a hearing. As the employer, you would not be required to hire the applicant, even if he or she won the hearing.

The local SPD/AAA office will conduct criminal history re-checks for your employee at least once every two years. If your Homecare Worker is arrested, you should notify the local office if you become aware of this.



# D Types of services and Homecare Workers

## ① Services that can be authorized

### Activities of Daily Living (ADLs)

Mobility (walking or moving around in a wheelchair), transferring (getting in/out of a chair or bed), bathing, grooming, personal hygiene, dressing, eating, toileting, bowel and bladder care, and cognition (remembering things, making decisions, using good judgment to stay safe, etc.)

### Self-management tasks (household tasks)

Housekeeping, meal preparation, shopping, laundry, transportation and medication and oxygen management

### 24-hour availability

24-hour availability is a service only live-in Homecare Workers are authorized to provide. 24-hour availability refers to the availability and responsibility of a Homecare Worker to meet the unscheduled ADL and self-management needs of a consumer during a 24-hour period.

## ② Types of Homecare Workers

### Live-in Homecare Workers

Live-in Homecare Workers live in their employers' homes and are available 24 hours a day during the time worked. Rate of payment is based on the service needs of the consumer. The local office doesn't pay your employee for every hour of service throughout a 24-hour period. For example, the time your employee is able to sleep may be unpaid time.

### Hourly Homecare Workers

Hourly Homecare Workers work a variety of hours per day or per week, which are based on the individual consumer's service plan.

### Relief Homecare Workers

Relief Homecare Workers are needed on a short-term or on-call basis to fill in when the primary Homecare Worker is on paid leave.



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### **3 Responsibilities with live-in Homecare Workers**

If you have a service need that is greater than what can be provided by an hourly employee, you may require a live-in Homecare Worker. A live-in Homecare Worker might be considered for individuals who need assistance with activities of daily living or self-management tasks at unpredictable times during most 24-hour periods. Talk to your Case Manager to see if you are eligible for this service option.

Some live-in Homecare Workers may only stay in the consumer-employer's home five days per week. They may have another home where they return two days a week. In this case, you may have two or more live-in Homecare Workers. There must be one live-in Homecare Worker who works a minimum of five days per week.

Live-in Homecare Workers are responsible for meeting service needs that arise throughout a 24-hour period on the days they are on duty. Live-in Homecare Workers cannot be employed outside your home or apartment building when they are on duty as your employee.

Discuss living arrangements prior to hiring a live-in Homecare Worker and make sure your employee knows whether you will be providing separate sleeping quarters, meals, snacks or beverages during the time your employee works for you. There is no requirement for the employer to provide specific sleeping quarters or a separate bedroom for a live-in employee. The live-in employee could sleep on the couch if it were agreeable to both the live-in employee and the employer.

As the consumer-employer, you are not required to provide meals to the live-in employee. Under the Oregon Bureau of Labor and Industries regulations, you cannot charge your employee for rent or meals unless it is for the employee's private benefit and at the employee's choice, not as a condition of employment. Contact the Oregon Bureau of Labor and Industries if you have questions about this.

As the consumer-employer of a live-in employee, it is recommended you have an employment agreement written and signed before the date the employee will begin work. It should describe whether such things as meals and sleeping quarters will be provided. A sample employment agreement is included in this guide.

# E Interview questions

Your goal is to hire someone who meets your service needs. Your hiring process should include an interview and the questions you ask should be specific to your needs.

*Some possible interview questions are:*

### 1 Work history

- What skills have you gained from your past work experience?
- What kind of training or work experience do you have that relates to this position?
- Have you had experience in caring for an older adult or a person with a disability?
- Do you have any special certifications (such as CPR, CNA, etc.)?

### 2 Work capacity

- This job has some physical requirements, such as heavy lifting and bending. Do you need any accommodations in order to meet these requirements?
- Is there anything on my list of service needs that you cannot provide?

### 3 Work knowledge

- Describe your understanding of how to prevent the spread of germs?
- Have you had formal training on Universal Precautions?
- I have a condition that requires me to eat a special diet. Are you familiar with or are you willing to learn how to prepare special meals for me?

### 4 Employment questions

- If you are selected for this position, when could you start work?
- If I had an emergency, would you be able or willing to come over to my house?
- What days and times are you available to work? Is your schedule flexible?
- Do you understand that DHS can only pay the approved amount of hours for

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services? The amount of hours per month is \_\_\_ ; is this agreeable to you?

- Would you agree upon a trial period?
- Do you smoke or are you opposed to working with someone who does smoke?
- Do you have any allergies to pets?

## 5 Questions to avoid

Federal and state law prohibits employers from advertising or asking questions that express a preference based on certain protected groups. All pre-employment questions should be related to the applicant's qualifications. The following are the types of questions employers should avoid asking of job applicants:

- Questions that ask about an individual's race, sex, age, marital status, etc.
- Questions that ask about gender (male or female) in a discriminatory way (such as questions regarding childcare arrangements)
- Questions that ask height or weight
- Questions that discriminate based on an applicant's disabilities

Employers can ask questions relating to an individual's ability to perform essential tasks, but the Americans with Disabilities Act (ADA) prohibits questions relating to physical impairments or disabilities. The following are examples of inappropriate questions that could violate an applicant's protected class status:

- **Marital status:** Are you married? Divorced? Separated? It is illegal to discriminate on the basis of marital status.
- **Age:** Birth date or how old are you? If it is necessary to know if an applicant is over a certain age for legal reasons, this question could be stated as "Are you 21 or over?" or "Are you 18 or older?"
- **Race, gender:** What is your race? Gender?



- **Sex:** Are you pregnant? Do you plan to start a family?
- **Religion:** What is your religious affiliation? It is unlawful to refuse to hire an applicant because of his or her religion.
- **National origin:** Were you born in the United States? Are you a citizen of the United States? It is better to state that, if hired, it will be necessary to present identification to confirm he or she can work legally in the United States.
- **Injured worker:** Have you ever applied for workers' compensation? This question is unlawful under the Americans with Disabilities Act. In addition, Oregon employers with six or more employees cannot refuse to hire an applicant because of that person's prior Workers' Compensation claims. Instead you should ask a question like: "Do you need any accommodations in order to perform this job?"



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# F Working with your employee

## ① Provider enrollment

Your potential employee must complete a provider enrollment packet before he or she can be approved to work. The enrollment packet is available at the local SPD/AAA office. While your potential employee is completing the enrollment process, you can check his or her personal and professional references. A Homecare Worker must be 18 years of age or older to be enrolled in the program. The applicant will need to show required identification documents to the local office to verify that he or she can legally work in the United States.

The enrollment packet has a Criminal History Check Authorization form. Once the applicant has cleared the criminal history check and has been issued a provider number, your Case Manager can approve a start date when your employee can begin work and be paid by SPD/AAA.

Homecare Workers are required to sign a confidentiality agreement (SDS 0356 “Client-Employer’s Right to Confidentiality”) included in the enrollment packet. It informs the Homecare Worker that all personal information about you is confidential and provides some examples. The form tells the Homecare Worker that he or she cannot talk to anyone other than your Case Manager about your personal information unless he or she gets your permission.

## ② Homecare Worker orientation

Your Homecare Worker must attend the mandatory orientation available through the local office. Otherwise, he or she will not be approved to work for you. Specific training on providing assistance with daily activities (such as transferring or bathing) is not included in the orientation. However, you can encourage your Homecare Worker to attend one of the Oregon Home Care Commission’s trainings.

## ③ Establishing job expectations and the employment agreement

Once you have selected your employee, it is important to let your Homecare Worker know of any house rules you have. These might include:

- Whether the employee will be allowed to use your telephone, television, refrigerator, etc.;
- Whether the employee is allowed to receive personal phone calls on your

phone or on his or her personal phone while working;

- Whether the employee is allowed to bring children, pets or guests into your home;
- How scheduled absences should be handled;
- Whether meals, beverages, snacks or a sleeping area will be provided
- Whether any areas of the home are “off limits”;
- Indicate any particular privacy issues or information you don’t want shared;
- State your wishes about any contact he or she can or should have with your family members;
- Whether there is a designated smoking area if your employee smokes;
- Whether your employee needs to refrain from wearing scented products in your home due to allergies or sensitivities you may have to fragrances.

You may want to write down these expectations and have the employee sign that he or she understands. You may also want to include these items in your employment agreement. Show the employee where to locate any cleaning supplies for the job. Inform the employee of any assistive devices or supplies you use. Tell the employee if you need help reaching or using your assistive devices and what kind of help you would like to receive. Be sure to check the employee’s driver’s license and automobile insurance if he or she will be driving your vehicle or transporting you in his or her personal motor vehicle.

#### **4 Employee training**

You are the best trainer for your new employee. You know the best way to meet your service needs. If communicating those needs is difficult, get help from someone who is familiar with your needs, such as a family member or friend. Keep in mind, you are the employer and it is important to communicate exactly what you expect and to clearly explain what you want. You can also encourage your employee to attend the Oregon Home Care Commission sponsored training classes that are available statewide. For more information call 1-877-867-0077 and select option 2.

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## 5 Evaluating work performance

The job being done by the Homecare Worker should match the job description, Service Plan and Task List. Evaluate your Homecare Worker's work regularly to ensure your needs are being met. You may want to do this a few weeks after your employee begins working for you.

It is important to give your employee ongoing feedback about work performance. Set up a time to meet with your Homecare Worker to discuss his or her job performance. Some employers choose to evaluate the job performance every six months or on the employee's work anniversary. Here are some steps for a performance review:



- Review your Homecare Worker's performance at the time designated for his or her evaluation; include the positive as well as areas that need improvement.
- Go over the job description and reiterate your expectations.
- Allow the Homecare Worker an opportunity to provide feedback about his or her performance and to ask any questions about providing services.
- Evaluate the performance in writing and give a copy to your Homecare Worker.

## 6 Keeping employment records

In case questions arise, it is important to maintain employee records. As the employer, agreements and documents signed between you and your employee are your responsibility. These are some of the documents you may want to maintain in an employee file:

- Job application;
- Job description;
- Employment agreement ;
- Task list;
- A calendar of the days and times your employee worked;
- Performance evaluations and notes taken during evaluations.



The local office will keep copies of the Homecare Worker's enrollment application, criminal history check, Employment Eligibility Verification (form I-9), copies of the employee's identification, vouchers, and tax related documents.

### **7 Back-up plans and emergency planning**

As the employer, you need to plan for back-up services in case your Homecare Worker is sick, has an emergency or can't get to your home due to bad weather conditions. Some consumer-employers choose to hire more than one provider so that they have a back-up person who is trained to meet their service needs. Other consumer-employers have identified family members, friends or neighbors who would be willing to help out on short notice. In some areas, DHS has contracts with in-home care agencies that employ care providers. Your Case Manager may be able to authorize a contract agency to send one of their employees to your home on short notice if your area has have such a contracted agency in your area.

Another option should your employee unexpectedly be unavailable is an alternate-care setting. Some consumer-employers choose to consider alternate-care settings for a short period of time when their employee unexpectedly becomes ill or unavailable. You can ask your Case Manager about service options such as adult foster homes, assisted living, residential care or nursing facility services. Discuss these services and let your Case Manager know if you would consider any of these options if you needed alternate services on short notice. If you should have to be temporarily relocated due to a natural disaster in your area (such as a fire, earthquake or flood), you may be able to receive services in one of these residential settings.

You should also plan for a natural disaster in the event you were unable to evacuate your home. The American Red Cross suggests that you create an emergency information list that tells others who to call in case you are found unconscious or unable to speak. Make sure your family, friends, neighbors, and Case Manager have these contacts also so they can help if contacted. Other suggestions include:

- Complete a medical information list with your medical providers, medications and dosages, and health insurance information.
- Keep a seven-day emergency supply of medication on-hand.
- Identify a safe place to go during a disaster.

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- Make a floor plan of your home and identify all the possible exits.
  - Keep your assistive devices nearby at all times so you can use them in case of an emergency.

You can contact the American Red Cross for more disaster planning information specific to seniors and people with disabilities. The national American Red Cross phone number is 800-733-2767. Their Web site is located at: <http://www.red-cross.org/index.html>

You can also request from your Case Manager the Oregon Home Care Commission Safety Manual for Homecare Employers. This manual includes information on how to develop an emergency action plan.

## **8 Termination**

Oregon Revised Statute (ORS) 410.608 states that a senior or person with a disability who hires a Homecare Worker “has the right to terminate the employment of the Homecare Worker at any time and for any reason.” It is always courteous if both the consumer-employer and the Homecare Worker give as much notice as possible before ending an employment relationship. However, you should never feel you need to continue to employ a provider if you feel unsafe having him or her work for you.

You may want to start looking for a replacement before you let the employee know the employment relationship is ending. You can't rely on providers continuing to work after they have received the bad news that their work with you is ending. For some employees, there will be an emotional response and he or she will want to begin looking for other work immediately.

When terminating an employee, it is important to discuss the termination in a business like manner. Wait for a moment when the employee is not too busy and ask if he or she can sit down and talk with you for a few moments. If you want to explain any reasons you are terminating the employment relationship, here are some reasons you may want to cite:

- The employee was unable to perform the job duties in the position description;
- The employee was unable to learn the tasks of the job adequately to meet your needs;

- Communication problems;
- Personality differences;
- Use of alcohol or drugs while on duty;
- Showing up late or having unexcused absences;
- You have found another employee who is a better fit.

You may wish to thank your employee for his or her time and help. Be sure to make arrangements to sign his or her voucher for his or her final work hours. You will also want to collect any keys you may have given your employee for accessing your home or vehicle.

If you feel uncomfortable handling the dismissal of your employee by yourself, you may wish to invite someone else like a friend or family member to assist you. You could also choose to handle the termination over the phone.

If your employee commits a violation of SPD's provider enrollment criteria, you will need to inform your Case Manager. These violations include criminal history and arrests, abuse and neglect, stealing or borrowing money or property, breaking confidentiality, or being verbally abusive, threatening or intimidating toward you or other people with disabilities.

### **9 When the Homecare Worker quits**

Many employers ask their Homecare Worker to sign an employment agreement that states the Homecare Worker will give you two weeks advance notice before he or she quits working. An example of an employment agreement that includes this statement is enclosed in this guide.

To remain eligible for in-home services, you must find a new Homecare Worker within 14 business days (which is about three weeks). Otherwise, you may no longer be eligible to receive in-home services. You need to contact the local SPD/AAA office to stop payment to the Homecare Worker who quits and to inform the office of the new worker when one is hired.



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## **Roles and responsibilities – payment and benefits**

Always keep an accurate record of the time the Homecare Worker works. Keep a monthly calendar of the scheduled time and days your employee is to work. It may be helpful to initial each day as the shift is completed. Your Case Manager must prior authorize any additional hours worked or your Homecare Worker will not be paid for those hours. If you have an emergency during the weekend or during the week after-hours and your employee works additional hours, please call and let your Case Manager know on the next business day following the emergency. Otherwise, your employee may not be paid for the extra hours.

### **1 The payment voucher**

SPD/AAA will send the employee two copies of a payment voucher. One copy is for the employee's records and the other is for the local office. The voucher indicates the hours and the wages authorized by the Case Manager. The voucher will cover one pay period. The employee should list only the hours worked during that period. When you sign the voucher, you are confirming your employee worked the number of hours he or she is claiming for that pay period. Most Homecare Workers get paid one time per month, but can choose to be paid twice per month. Therefore, it is important to review the dates of the pay period and the hours worked on the voucher before signing. Be sure to check for accuracy and completeness. You may also want to keep a copy of the signed voucher for your record. Never sign a blank voucher. It should be completely filled out with the hours the Homecare Worker is claiming before you sign it.

Your employee is responsible for returning the signed voucher to the local SPD/AAA office. Be sure you and your employee sign the voucher using an ink pen. The voucher must not be turned in before the end of the payment period.

The most common reasons for delayed payment are incomplete vouchers and vouchers that are not submitted timely. If 10 days have passed after submitting a voucher and a check has not been received, your Homecare Worker may contact the local office.

If you employ a Homecare Worker, DHS will withhold state and federal income taxes from your employee's check based on the withholdings the employee completed on the W-4 form. DHS will also withhold the employee's share of Social Security (FICA) from the wages and pay your portion of FICA and the unemployment tax.

### 2 Consumer-Employer Responsibilities in the Payment Process

As a consumer-employer, there are several things you can do to ensure your Homecare Worker is paid accurately and in a timely manner. It is suggested you:

- Maintain a calendar or record of days and times employee worked
- Verify the number of hours claimed on the voucher matches the hours on your calendar
- Sign the employee's voucher using an ink pen at the end of each payment period
- Approve scheduled time off for paid leave
- Arrange relief worker during paid leave periods
- Cooperate in providing information needed for processing Workers' Compensation claims and coverage
- Report changes in service needs or hours to your Case Manager
- Participate in Service Plan and Task List development with the Case Manager



### 3 Homecare Worker Responsibilities in the Payment Process and with Potential Benefits

Your Homecare Worker can ensure he or she is paid accurately and in a timely manner by following the guidelines below. It is suggested your employee:

- Track hours worked and services provided
- Sign the voucher using an ink pen and return it to the local office after the consumer-employer signs
- Provide only authorized tasks
- Obtain approval for schedule changes or absences with employer
- Contact the Case Manager when the consumer's condition changes
- Prior-authorize paid leave with consumer-employer and local office

- Report work-related injuries to the Oregon Home Care Commission's Workers' Compensation Coordinator
- Complete W-4 form (tax withholding info) and return to local office
- Enroll in health insurance (through HUBB - the Homecare Union Benefits Board) if eligibility requirements are met
- Enroll in direct deposit if desired (voluntary)

#### **4 SPD/AAA local office responsibilities in the payment process and Homecare Worker benefits**

Although you are the Homecare Worker's employer, SPD/AAA local offices have a responsibility in ensuring your employee is paid in a timely manner and is able to receive benefits he or she is eligible for. The local office will:

- Authorize in-home services hours and any service mileage
- Approve and issue provider payments
- Verify the Homecare Worker remains qualified for payment at re-enrollment
- Approve requests to take paid leave and authorize payment
- Provide requested information to insurance company for Workers' Compensation claims
- Provide information for Homecare Worker requests for verification of employment





# H

## Protective services

Seniors and People with Disabilities (SPD) is responsible for providing protection and intervention for any adult who may be subjected to abuse and/or neglect. Abuse includes, but is not limited to, the following:

- **Abandonment** — Leaving or deserting an older adult or person with disabilities who cannot care for himself or herself and is dependent on the service provider for help. **Examples: *The Homecare Worker does not show up or shows up late.***
- **Financial exploitation** — Illegally or improperly using another person’s resources for personal profit or gain. Examples: Forging consumer-employer’s signature, using consumer-employer’s credit cards or taking the consumer’s personal items. Homecare Workers are not allowed to borrow money or accept gifts or belongings from the consumer-employer.
- **Neglect** — Failing (whether intentional or due to carelessness or inadequate experience, training or skill) to provide basic care or services to a person when agreed to by legal, contractual or otherwise assumed responsibility. This failure can be intentional or due to carelessness or inadequate experience, training or skill. **Examples: *Denying medication or medical care.***
- **Physical abuse** — Using excessive force or physical assault. **Examples: *Hitting, slapping, biting, pinching or shoving a person.***
- **Psychological abuse** — Using derogatory names, phrases, or profanity, ridiculing, harassing, coercing, threatening, intimidating a person, or anything that denies a person’s civil rights or that results in emotional injury. **Example: *Threatening by using “or else” statements.***
- **Self-Neglect** — When a person cannot understand the consequences of his or her actions or inactions that affect the person’s basic well-being and may lead to self harm or endangerment.
- **Sexual abuse** — Sexual contact or conduct that is forced, tricked, threatened, or coerced upon another person. **Examples: *Unwanted touching or sexual remarks.***

You have the right to be protected from abuse. If any of the above has happened to you or if you feel you are in danger, call your local SPD/AAA office. If it is after working hours or if it is an emergency, call the police at 911.



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# ***{APPENDICES}***

# APPENDIX

## Benefits available to Homecare Worker/Employees

- **Paid Leave** — (also known as time off) paid leave can be used for vacation, sick leave or personal business. Live-in Homecare Workers tend to earn a higher amount of paid leave hours than hourly Homecare Workers. The amount of leave earned can change based on benefits negotiated in their union contract.
- **Health insurance** — your employee must work a certain number of hours to be eligible and must enroll through the Homecare Union Benefits Board (HUBB).

All Homecare Workers enrolled in the Client-Employed Provider program are eligible for the following benefits, regardless of how many hours they work:

- Workers' compensation
- Federal and income tax withholding
- Unemployment insurance
- FICA/Medicare tax withholding
- Direct deposit of paychecks — voluntary electronic deposit

The details of many of these benefits are described in the collective bargaining agreement (contract) between the Oregon Home Care Commission and SEIU Local 503, OPEU (the Homecare Workers' Union), which is located online at [www.dhs.state.or.us/spd/tools/homecare/index.htm](http://www.dhs.state.or.us/spd/tools/homecare/index.htm). Your Homecare Worker may receive a copy of the union contract at the orientation or he or she can contact the union for a copy.

### Employer responsibilities with workers' compensation

As the consumer-employer, the local office will ask you to sign a consent form allowing Workers' Compensation premiums to be paid by the state for your employees. You are not charged for these premiums. You must sign this form in order to be able to employ a Homecare Worker. You only have to sign the form once as long as you continue receiving in-home services, regardless of the number of Homecare Workers you employ. If you return to in-home services after residing in a care facility for a period of time, you will need to sign a new consent form.

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When you sign the consent form, you are agreeing to cooperate with the Workers' Compensation insurance company if your worker gets injured on the job and files a claim. Your signature gives the Oregon Home Care Commission permission to receive and exchange the information necessary to process your employee's injury claim. If your worker is injured, the Oregon Home Care Commission's Workers' Compensation Coordinator will contact you and ask you questions about your employee's injury.

### **Gloves and protective masks**

Following health precautions helps protect you and your Homecare Worker from getting sick. Homecare Workers should use disposable gloves and protective masks to protect against the spread of disease when they assist you with personal care tasks. Most consumer-employers who receive Medicaid should be able to get protective gloves and masks covered through their medical card coverage. To start with, you will need to get a doctor's prescription for these supplies. The prescription must list your diagnoses and the items you need.

You can ask your Case Manager for a local medical supply company that accepts Medicaid where you can send the prescription. Many of these companies will help get the insurance approval and can deliver the items to your home. You can get more information about how to get these items covered by calling the health plan phone number on your medical card.

While you are waiting for the insurance approval, you can contact the local SPD/AAA office to get a month's supply of protective gloves and masks for your Homecare Worker. The gloves and masks are meant to protect your worker from coming in contact with bodily fluids while providing your services. Gloves and masks are not covered for general housekeeping tasks. If you were denied coverage for gloves and masks by Medicaid, or if you are a recipient of Oregon Project Independence and do not have insurance coverage for these items, you can order gloves and masks for your Homecare Worker from the local SPD/AAA office.

# APPENDIX

## Employment Application

Name: \_\_\_\_\_

Driver's license or state I.D.#: \_\_\_\_\_ State: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

ZIP code: \_\_\_\_\_

Home telephone number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Cell telephone number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Message telephone number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Country of citizenship: \_\_\_\_\_

If not U.S., are you authorized to work in the U.S.? \_\_\_\_\_

### EDUCATION

Certifications, licenses, CPR, CNA etc.: \_\_\_\_\_

Special training/skills/languages: \_\_\_\_\_

Last grade level completed (elementary, high school, college): \_\_\_\_\_

Last school attended: \_\_\_\_\_

School, city, state: \_\_\_\_\_

### WORK HISTORY *(Please list most recent job first)*

1. Employer: \_\_\_\_\_ Dates: \_\_\_\_\_ to \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Contact name: \_\_\_\_\_

Job title/duties: \_\_\_\_\_

Reason for leaving: \_\_\_\_\_

**WORK HISTORY** (Continued)

2. Employer: \_\_\_\_\_ Dates: \_\_\_\_\_ to \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Contact name: \_\_\_\_\_  
Job title/duties: \_\_\_\_\_  
Reason for leaving: \_\_\_\_\_

3. Employer: \_\_\_\_\_ Dates: \_\_\_\_\_ to \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Contact name: \_\_\_\_\_  
Job title/duties: \_\_\_\_\_  
Reason for leaving: \_\_\_\_\_

4. Employer: \_\_\_\_\_ Dates: \_\_\_\_\_ to \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Contact name: \_\_\_\_\_  
Job title/duties: \_\_\_\_\_  
Reason for leaving: \_\_\_\_\_  
Auto insurance company name (if HCW transporting): \_\_\_\_\_  
Policy #: \_\_\_\_\_  
Agent name/phone #: \_\_\_\_\_

**REFERENCES** (List three references who are not related to you)

1. Name: \_\_\_\_\_  
Telephone: ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Relationship: \_\_\_\_\_  
How long have you known this person?: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

**REFERENCES** (Continued)

2. Name: \_\_\_\_\_  
Telephone: ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Relationship: \_\_\_\_\_  
How long have you known this person?: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

3. Name: \_\_\_\_\_  
Telephone: ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Relationship: \_\_\_\_\_  
How long have you known this person?: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

**EMERGENCY CONTACT** (In case of emergency, please contact)

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Telephone: ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_  
Telephone: ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

**PERSONAL HISTORY**

Have you provided services to SPD/AAA client-employers before? Yes  No

If yes, when? \_\_\_\_\_

Which local SPD/AAA office did you enroll through? (city/county/agency)

\_\_\_\_\_  
\_\_\_\_\_

***I understand that all listed past employers and personal references may be contacted. I declare under penalty of perjury that the information in this application is true, correct and complete to the best of my knowledge.***

Applicant signature \_\_\_\_\_ Date \_\_\_\_\_





# APPENDIX

## Employment agreement

- **Working title:** Homecare Worker
- **Purpose of Position:** The purpose of this position is to assist an older adult or a person with a disability to perform activities of daily living and self-management tasks.
- **Work schedule:** Hours of services per month are \_\_\_\_\_ as authorized by SPD/AAA. The Homecare Worker must work only the hours listed above. Any additional hours will not be paid. The work schedule and changes in scheduled hours are negotiated between the employer and Homecare Worker. Live-in Homecare Workers must be on duty throughout a 24-hour period except on days off.
- **Wages:** Wages for this position are described in the Homecare Workers' Collective Bargaining Agreement and are based on the service needs assessed by the SPD/AAA Case Manager. Wages cannot be added to by the consumer-employer, by the consumer-employer's family or by any other source.
- **Benefits:** SPD pays the employee's unemployment insurance and Workers' Compensation premiums. SPD also pays the employer's contribution to Social Security (FICA) and withholds the employee's FICA from the wages. Employee health insurance and paid leave may be available depending on the authorized hours worked each month.
- **At-will employment:** The Homecare Worker understands employment may be terminated at any time by the consumer-employer.
- **Working conditions:** The primary workplace is the employer's home. The Homecare Worker may be required to do other tasks in different settings such as grocery stores or other places in the community. The employee must know how to use universal precautions to help prevent the spread of communicable diseases. Exposure to dust, chemicals (home cleaning products) and other allergens may occur. Some lifting and bending may be required.
- **Live-in services:** Yes  No  : If yes, the following sleeping quarters will be provided and are agreeable to employer and employee: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Meals provided? Yes  No  : Number of meals per work day: \_\_\_\_\_  
Snacks provided? Yes  No  : Beverages included? Yes  No   
Other: \_\_\_\_\_  
\_\_\_\_\_

- **Drug-free workplace:** In accordance with state and federal laws, the Homecare Worker will not be intoxicated by alcohol or drugs while delivering services, while transporting the consumer-employer, or while in the consumer-employer's home.
- **Reliability:** The employee is expected to use time wisely so the approved services are completed in the allotted time consistently every week. If the employee cannot work the agreed-upon time, a call with notice is expected.
- **Professional ethics:** The employee understands that it is unethical to accept personal loans or gifts from the employer, to take the employer's belongings, to falsify records, to forge the consumer-employer's signature or claim payment for services not provided. These actions can lead to termination or legal action.
- **Confidentiality:** The employee agrees to keep all consumer-employer information private. The consumer-employer will give written permission when information sharing is allowed, identifying the individuals with whom information can be shared.
- **End of service:** The employee agrees to give at least a two-week notice before resigning from this position, agrees to return all keys and to remove all personal belongings promptly once employment ends.

***I agree to the terms of this employment agreement and will abide by the conditions stated above.***

Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

Yes  No  : *A copy of this agreement has been given to the SPD/AAA Case Manager.*

# APPENDIX

## Job description and schedule

Consumer-employer: Circle tasks in the description of each activity that apply and mark the days of the week when tasks should be completed.

Job Description	Mon	Tue	Wed	Thur	Fri	Sat	Sun
<b>Bathing:</b> Bathing and washing hair; getting in or out of shower or tub.							
<b>Personal hygiene:</b> Shaving and caring for the mouth.							
<b>Cognition:</b> Reminding; coping with change; understanding basic health and safety needs; making decisions							
<b>Dressing:</b> Assistance with dressing and undressing.							
<b>Grooming:</b> Nail care, brushing and combing hair.							
<b>Eating:</b> Assistance with eating; monitoring to prevent choking; assistance with special utensils; setting up tube feeding or nutritional IV supplies.							
<b>Toileting:</b> Getting to and from, on and off the toilet, bedpan, urinal, commode; wiping, adjusting clothing, cleaning assistive devices.							
<b>Bowel:</b> Changing incontinence supplies, -ostomy care, digital stimulation, toileting schedule, suppository insertion or enemas.							
<b>Bladder:</b> Catheter care; toileting schedule; monitoring for infection; -ostomy care; and changing incontinence supplies.							
<b>Mobility/ambulation:</b> Assistance moving around inside within the home or outside; using assistive devices if needed.							

Job Description	Mon	Tue	Wed	Thur	Fri	Sat	Sun
<p><b>Transfer:</b> Moving to or from a chair, bed or wheelchair using any assistive devices inside the home or care setting.</p>							
<p><b>Housekeeping (HK):</b> Maintaining the interior of the residence for health and safety — wiping surfaces, cleaning floors, making the bed, washing dishes, taking out the garbage, dusting.</p>							
<p><b>Laundry (included in HK hours):</b> Gather and wash soiled clothing and linens; use washing machines and dryers; hang, fold and put away clothing and linens.</p> <p>Meal preparation: Prepare food to meet basic nutrition; cutting food and placing food and utensils within reach for eating.</p> <p style="text-align: right;"><b>Breakfast</b></p> <p style="text-align: right;"><b>Lunch</b></p> <p style="text-align: right;"><b>Dinner</b></p>							
<p><b>Medication/oxygen:</b> Giving medicines; reminding, organizing and checking for effect; giving oxygen and ensuring adequate oxygen supply.</p>							
<p><b>Shopping:</b> Purchase goods needed for health and safety and related to the service plan such as food, clothing and medicine.</p>							
<p><b>Transportation:</b> Assisting an individual during a ride, to get in or out of a vehicle, or arranging a ride.</p>							
<p><b>24-hour availability:</b> Meet needs that arise throughout a 24-hour period, including night needs.</p>							

# APPENDIX

## Commonly used terms

*The Client-Employed Provider program may use words that are unfamiliar to you. Here are the more commonly used terms and their definitions:*

**Activities of Daily Living (ADL)** — means those functional activities performed in the course of a normal day in a person’s life which are necessary for health and safety. These activities consist of eating, dressing/grooming, bathing/personal hygiene, mobility (ambulation and transfer), elimination (toileting, bowel and bladder management), and cognition/behavior. Each of these terms is defined in Oregon Administrative Rule 411-015-0006.

**Case Manager** — means an employee of the Department of Human Services Seniors and People with Disabilities Division (SPD) or a local Area Agency on Aging (AAA) employee who assesses the service needs of an applicant, determines eligibility, and offers service choices to the eligible individual. The Case Manager authorizes and implements the service plan and monitors the services delivered.

**Consumer or consumer-employer** — means the individual eligible for in-home services.

**Client-Employed Provider (CEP)** — program refers to the program wherein the provider is directly employed by the consumer and provides either hourly or live-in services. In some aspects of the employer-employee relationship, the Department of Human Services acts as an agent for the consumer-employer. These functions are described in Oregon Administrative Rule 411-031-0040.

**FICA (Federal Insurance Contributions Act)** — is a tax on wages that funds Social Security benefits. It is withheld from employers and employees.

**Full assistance (in terms of service plan hours)** — means the individual needs assistance from another person through all phases of the activity, every time the activity is attempted.

**Homecare Worker** — means a person who is employed by the consumer to provide hourly or live-in services to eligible seniors or people with physical disabilities. The term Homecare Worker includes providers in the Spousal Pay program. Independent Choices Program providers and personal care attendants enrolled through Developmental Disability Services or Mental Health Services are

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excluded from the term Homecare Worker.

**Hourly services** — means ADL and self-management services provided on an hourly basis.

**Independent means** — the individual does not meet the definition in rule for assistance or full assistance in an activity or task.

**In-home services** — means those activities of daily living and self-management tasks that assist an individual to stay in his or her own home.

**Live-in services** — means those services provided to a consumer-employer in the Client-Employed Provider Program who require 24-hour availability for ADL and self-management tasks. Live-in service plans must include at least one Homecare Worker providing 24-hour availability for a minimum of five days in a calendar week.

**Medication management** — means help with ordering, organizing, reminding or giving any medication or oxygen. Giving prescribed medications includes pills, drops, ointments, creams, injections, inhalers or suppositories. Help with oxygen means assisting with the administration of oxygen, monitoring the equipment and ensuring adequate oxygen supply.

**Minimal assistance** — (in determining service plan hours) means the individual is able to perform the majority of an activity, but requires some assistance from another person.

**Ostomy** — as used in the job description in this guide means assistance needed with a colostomy, tracheostomy, ileostomy, jejunostomy, or gastrostomy tube or opening used for elimination following surgery.

**Provider** — means the individual (employee) hired by a consumer (employer) to provide services authorized by SPD/AAA; also known as Homecare Workers in the CEP program.

**Self-management or Instrumental Activities of Daily Living (IADL)** — means those activities, other than activities of daily living, required by an individual to continue independent living. These tasks consist of medication and oxygen management, service plan-related transportation or escort assistance during a ride, meal preparation, shopping, and housecleaning (including laundry). The definitions for these tasks are identified in OAR 411-015-0007.

**Service need** — means the assistance an individual requires from another person for activities of daily living or self-management tasks.

**Service plan** — means a plan developed by the Case Manager and consumer-employer that shows services, hours and wages authorized by SPD/AAA.

**SPD/AAA** — is the Seniors and People with Disabilities Division or Area Agency on Aging and Disability services office that authorizes and issues benefits to the consumer-employer and provider payments to the Homecare Worker.

**Substantial assistance** — (in determining service plan hours) means the individual can perform only a small portion of the tasks that comprise the activity without assistance from another person.

## Helpful phone numbers

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### Homecare Union Benefits Board (HUBB) — (Health Insurance)

(503) 364-HUBB (4822) Salem  
1-(866)-364-HUBB (4822) toll free  
[www.hubbinsurance.org](http://www.hubbinsurance.org)

### Service Employees' International Union The Homecare Workers' Union — SEIU

Local 503, OPEU  
PO Box 12159  
Salem, OR 97309-0159  
1-877-451-0002 or  
1-800-527-9374 x 454  
[www.seiu503.org](http://www.seiu503.org)

### Internal Revenue Service

1-800-829-1040  
(7 a.m. to 10 p.m. Monday — Friday)  
[www.irs.gov](http://www.irs.gov)

### Oregon Department of Revenue

503-947-1488  
[www.oregon.gov/DOR](http://www.oregon.gov/DOR)  
Taxpayer questions: 503-378-4988  
and 1-800-356-4222

### Oregon Home Care Commission

Cheryl Sanders, Executive Director  
(503) 378-2733  
[cheryl.sanders@state.or.us](mailto:cheryl.sanders@state.or.us)  
Worker's compensation information or to  
file a claim 1-888-365-0001 and Salem area  
503-378-3099

### SPD Provider Support Unit

For W-2 corrects or reprints, call 503-947-5346

### Oregon Department of Human Services (DHS)

Web site [www.oregon.gov/DHS](http://www.oregon.gov/DHS)

- Seniors and People with Disabilities  
[www.oregon.gov/DHS/spwpd](http://www.oregon.gov/DHS/spwpd)

### Oregon Employment Department

Metro Valley/UI Center toll free  
1-877-877-1781  
Check Web site for other locations  
[www.oregon.gov/EMPLO](http://www.oregon.gov/EMPLO)

### SAIF Corporation — Workers' Compensation Insurance

[www.saif.com/worker/workers\\_86.htm](http://www.saif.com/worker/workers_86.htm)  
1-800-285-8525  
[saifinfo@saif.com](mailto:saifinfo@saif.com)





This document can be provided upon request in alternative formats for individuals with disabilities or in a language other than English for people with limited English skills. To request this form in another format or language, contact the APD In-Home Services Unit at 503-945-6985 or 711 for TTY.