

# **Personal Care Attendant (PCA) Fundamentals Training**

Professionalism

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# Module 04: Professionalism

## Goal

Enable candidate PCAs to perform the job of PCA in a professional manner

# At the end of this training, candidate PCAs should be able to:



**Define professionalism in PCA work**



**Explain the importance of timeliness and appearance**



**Demonstrate how to effectively introduce themselves in a professional manner**

## What does Professional mean?

# What should you wear?

- **Type here**

# What should you wear?

- **Wear clean clothes**
- **Wear clothes and shoes that are easy and safe to work in**
- **Bring an apron, smock, or oversized button-down shirt to wear over your top**

# What should you NOT wear?

- **Type here**



# What should you NOT wear?

- **Do not wear clothes that are too tight or show too much skin**
- **Do not wear something that you mind getting dirty**
- **Do not wear clothes with holes or wrinkles**
- **Do not wear rings or bracelets also keep nails trimmed, since these things increase the risk of skin tears when assisting the consumer**

# What should you do the day/night before to help you get there on time?

- Type here

# What should you do the day/night before to help you get there on time?

- **Check the weather for the next day**
- **Plan what to wear. Iron your clothes, if needed. Pack the things you will need**
- **Make sure there is gas in the car, or you have money for the bus or train**
- **If you are meeting a consumer for the first time, take the route to work, to see how long it takes**
- **Set your alarm clock**

# What do you need to know so you are ready to work when you get there?

- **Type here**

# What do you need to know so you are ready to work when you get there?

- **The name of your consumer**
- **Your schedule days and times**
- **Where you need to go and how to get there**
- **Know what to do if you will be late**
- **What kinds of assistance you will be providing**

# What personal things should you take care of so you are not distracted at work?

- Type here

# What personal things should you take care of so you are not distracted at work?

- **Plan childcare if needed. Do not bring your children to work with you**
- **Let people know they can't reach you when you're at work, except for emergencies**
- **Don't answer your cell phone at work, unless it's an emergency**
- **Reschedule any appointments that conflict with work time.**
- **Get a good night's sleep**

# Work Schedule and Contact Information

Here is the kind of information you will need to keep track of your schedule. The contact information will be useful to you. You may also want to give it to your children's school or day-care providers, in case of emergency.

Start Date	
Days of the week I work	
Hours I work	
Number I can be reach at in family emergencies	

**Other Notes:**



# Meeting a Consumer for the First Time - 1

- **Introduce yourself use your first and last name**
- **If you are greeted at the door by a family member, introduce yourself to the family member and then repeat your introduction when you meet the consumer**
- **Wearing a name badge in plain view and with large print may be appropriate for some consumers**
- **Wait to be invited into the home. Wait to be invited to sit and talk.**

# Meeting a Consumer for the First Time - 2

- **Ask the consumer how they would prefer to be addressed, don't assume that it is ok to call them by their first name**
- **Do not use slang terms such as sweetie, dear, or honey**
- **Talk with the consumer about a work plan or job description, so that you are aware of what you are being asked to do for the consumer**
- **If you are uncertain about certain tasks ask clarifying questions**
- **Speak in a friendly professional manner; remain focused on your job and your responsibilities**
-

**How have you looked for a job?**

**What website have you used to find a job?**

**Do you have a current resume?**

**What is a cover letter template?**

**MassHire is the state organization that helps people find jobs**

**The state of Massachusetts recognizes consumers as employers**

**Consumers can register their need for a PCA/employee with  
MassHire**

# Arrival at Your First Meeting With Your New Boss)

- **Introduce yourself to whomever answers the door. Use your first and last name**
- **If you want, wear a name badge in plain view and with large letters at first meeting**
- **Wait to be invited into the home.**
- **If the person who answered the door was not the consumer, introduce yourself to the consumer, Use your first and last name**
- **Wait to be invited to sit and talk.**



# First Discussion with Your New Boss 1

- **Ask the consumer how they would prefer to be addressed, don't assume that it is ok to call them by their first name**
- **NEVER use slang terms such as sweetie, dear, or honey**
- **Have a discussion so you both have the same idea of what is expected of you.**
- **Make sure you know specifically what you are supposed to do.**
- **Ask questions when you need more information**
- **Speak in a friendly professional manner; remain focused on your job and your responsibilities**

# First Discussion with Your New Boss 2

- **Ask the consumer how they would prefer to be addressed, don't assume that it is ok to call them by their first name**
- **NEVER use slang terms such as sweetie, dear, or honey**
- **Have a discussion so you both have the same idea of what is expected of you.**
- **Make sure you know specifically what you are supposed to do.**
- **Ask questions when you need more information**
- **Speak in a friendly professional manner; remain focused on your job and your responsibilities**
- **If the consumer has a surrogate, ask about how you related to the surrogate. Example: Will the surrogate inform you of your tasks or the consumer?**
- **As the consumer howe they would like you to dress.**

# Emergency Plan

- **Just as in your own home, know how to get out of the house quickly if there is an emergency**
- **Know, before the emergency, the assistance the consumer needs from you to leave,**
- **Ask the consumer if they have an emergency PCA backup plan. Does the consumer expect you to be part of that plan if another PCA does not show up.**
- **If you have a car or access to a car:**
  - **Does the consum**

# Transportation: If you have a car or access to a car

- **At the first meeting set expectations around using your car, this will prevent uncomfortable conversations in the future**
- **MassHealth does NOT pay for mileage or gas**
- **It is reasonable for you to ask the consumer to pay you for the use of your car**
- **The consumer can say yes or no to your suggestion. Plan how you will answer if the consumer does not wish to pay you for the use of your car**
- **A typical payment for the use of your car is a fee called “mileage”. Mileage is:**
  - **One fee used to reimburse you for the wear and tear on your car and the gas used during the trips you make for the consumer based on the miles you drive**
  - **A frequently used mileage rate is the rate set by Massachusetts.**

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# Role Play

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# Looking for Work on the MA Directory

- **Consumers post information about themselves and the services they need their PCA to provide**
- **PCAs post information about themselves and what services they are interested in providing**
- **The Directory matches consumers and PCAs that posted similar information**

# The DIRECTORY: Website Banner

Call Toll Free: 1-888-MASSPCA (627-7722)

if you need help with posting your information on this directory



The Official Website of the Personal Care Attendant Workforce Council

## Mass PCA Directory

[Home](#)   [More Information](#)   [Contact Us](#)   [Change Password](#)

Your name, contact and address information is private and is never publicly displayed or shared with Consumers from this website. Street Address is used for location searching only and is never shared.

# The DIRECTORY: Contact Info 1

## My Profile

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### Contact

"Applicant" refers to you the worker.

"Employer" refers to the family or individual who may contact you and/or hire you. Please complete the contact information for your employer. Additional information can be added anytime to update your application. Use the "Submit" button at the end of the page to save your information.

### Application Information (\* required information)

<b>Profile State</b>	Inactive
<b>First Name *</b>	<input type="text"/>
<b>Last Name *</b>	<input type="text"/>



# The DIRECTORY: Contact Info 2

Your address information is private and is never publicly displayed or shared with consumers from this website. Street Address is used for location searching only and is never shared.

**Address Line 1 \***

**Address Line 2**

**Zip Code \***

**State \***

 ▼

**City/Town \***

 ▼

**Phone**

**Cell Phone**

**Email**

What is your preferred method of contact? \*

**E-mail**

**Phone**

**Cell phone**

**Text message**

# The DIRECTORY: Preferences 1

## Preferences and Experience

### YOUR WORK PREFERENCES and EXPERIENCE

What is your availability? Check all that apply (Hours are not based on 8 hour shifts)

Are you currently available to work?

Available

Weekday Availability:  Select All

Morning ✕

Afternoon ✕

Evening ✕

Overnight - Night time hours between Midnight and 6am ✕

Weekend Availability:  Select All

Morning ✕

Afternoon ✕

Evening ✕

Overnight - Night time hours between Midnight and 6am ✕

# The DIRECTORY: Preferences 2

What is your Backup/Relief availability? Check all that apply (Hours are not based on 8 hour shifts)

**Are you currently available to perform backup work? \*** Available ▼

**Weekday Backup/Relief Availability:**  Select All

Morning ✕

**Weekend Backup/Relief Availability:**  Select All

Afternoon ✕

# The DIRECTORY: Preferences 3

How many miles from your home are you willing to work: \*  ▲ ▼

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Do you prefer working with a particular population? (Select all that apply)

Children(elementary school age) ×  Elders ×  Infants and toddlers ×  No preference ×  Teens ×

---

How many years of caregiving experience do you have? \*

Less than one year  1-3 years  More than 3 years  More than 6 years

---

Are you fluent in any of the following languages? (select all that apply) \*

Cape Verdean Creole ×  English ×  French ×  Haitian Creole ×  Italian ×  Khmer ×

# The DIRECTORY: Preferences 4

Are you a smoker? \*

Yes

No

Are you willing to submit to a CORI? \*

Yes

No

Are you comfortable working in a home with animals? \*

Yes

No

# The DIRECTORY: Activities of Daily Living 1

Do you have direct care experience with any of the following? (select all that apply)  Select All

assistance with medications or other health-related needs: physically assisting a member to take medications prescribed by a p  
self-administered

bathing/grooming: physically assisting a member with basic care such as bathing, personal hygiene, and grooming skills ✕

completing the paperwork required for receiving personal care services ✕ dressing or undressing: physically assisting a mem

eating: physically assisting a member to eat. This can include assistance with tube-feeding and special nutritional and dietary ne

laundry ✕ meal preparation and clean-up: physically assisting a member to prepare meals ✕

mobility: physically assisting a member who has a mobility impairment that prevents unassisted transferring, walking, or use  
equipment

passive range-of-motion exercises: physically assisting a member to perform range-of-motion exercises ✕ shopping ✕

toileting: physically assisting a member with bowel and bladder needs. ✕ transportation: accompanying the member to medic

# The DIRECTORY: Activities of Daily Living 2

Additional experience with higher level of ADL care (select all that apply)  Select All

Bladder care - Providing personal hygiene, monitoring for infection, assisting with a toileting schedule and changing

Bowel care - Providing services such as personal hygiene, monitoring for regularity and changing incontinence sup

Feeding tube - Nutrition is providing in liquid form through a tube. ✕

Home dialysis - A medical treatment that removes wastes and excess fluid from an individual's blood when the kidn

Hoyer Lift - Used for transfers in and out of bed/chair. ✕

Ostomy care - The management of a surgically created opening in the body for the discharge of body wastes. ✕

Urinary catheter care - A tube into the bladder to drain urine from the bladder. ✕

# The DIRECTORY: Certifications

## Other Certifications and Training Programs (select all that apply) Select All

ABA (Applied Behavior Analysis) ✕ ASL (American Sign Language) ✕ CNA ✕ CPR ✕ First Aid ✕  
Medication Administration Program (MAP) ✕ Registered Nurse ✕

Participation in Personal Care Attendant Workforce

## Home Care Training Benefit Skills Workshops and Certifications: Select All

Adult First Aid/CPR/AED ✕ Alzheimer's and Dementia Care ✕ Blood Borne Pathogens ✕ Bodily Fluids ✕  
Communications and Boundary Setting ✕ CPR ✕ First Aid ✕ Medication Safety ✕ Nutrition ✕

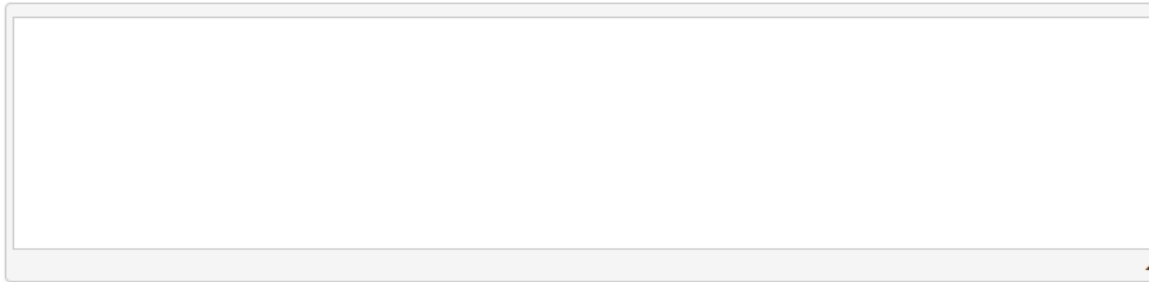


# The DIRECTORY: Tell Us About Yourself

## Tell us about yourself

### Applicant Profile:

Please tell us about yourself and your experience working as a caregiver. You may include paid or family caregiving experience. This is your chance to let potential PCA Employers know why they should contact you!



# The DIRECTORY: Upload Your Resume

Where did you hear about this website?

Independent Living Centers ▼

**Resumé**

Attach Resumé

**Profile Picture (optional)**

Attach Profile Picture

# The DIRECTORY: Notifications

## Notifications

Yes, please send me email and/or SMS Text Message when there are new jobs in my area

E-mail

Text message

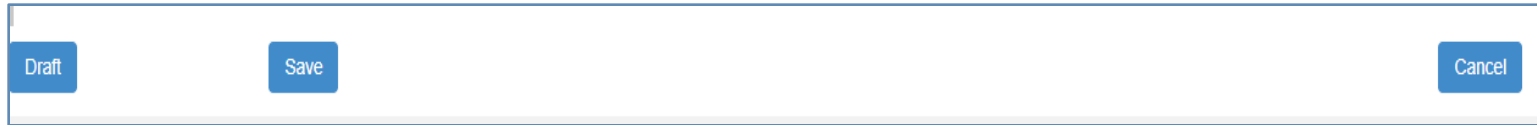
Send Daily Notification?

Send Weekly Notification?

[PCA Website Terms and Conditions](#)

I have read and agree to the Terms and Conditions of Services with regard to establishing an account.

# The DIRECTORY: End the Session



A horizontal toolbar with three buttons: "Draft", "Save", and "Cancel". The buttons are blue with white text. The "Draft" button is on the left, "Save" is in the middle, and "Cancel" is on the right. The toolbar is enclosed in a thin blue border.