

# PCA Do's and Don'ts



This guide is intended to provide some tips for you and your PCA. Please feel free to add or subtract anything as it applies to your current situation. Some of these do's and don'ts may not be relevant for your needs. After you begin working with your PCA, use these tips as a starting point to your new relationship. Happy PCAing!

## Do's

### **Explain to them the work required and your expectations.**

- As soon as a PCA walks in the door for an interview, they should know your environment. Once you start talking and describing your needs, they should leave with few questions about the work required and expectations. Be as self-aware and as forthright about the position as possible. If they do have questions, answer them. They will, of course, have questions during the training and that's OK.

### **Train them until you feel comfortable, even if it takes longer than you expected.**

- No matter how long it takes to train a PCA, you need to be comfortable with the person. It is OK to have a "trial period" to ensure you are a good fit for each other.

### **Maintain an open dialog about your needs.**

- We promise that not everyone is going to pick up right away on every single thing. It takes a while to get used to each other. Be patient.
- Keep the lines of communication open at all times, especially during the first few months. Maybe at the end of their shift, or even throughout the day, take time to have a conversation to see where they're at and address any concerns you both may have.

### **Set hours.**

- Just like everyone, PCAs like to plan their lives and know when they're working. Try as best as you can to make a schedule as far in advance as possible, including days and hours to be worked. Try to give as much notice as possible if you have to change their shifts or cancel, and explain that you expect the same from them.

### **Be flexible but not too flexible.**

- If your PCA needs a specific day off for one reason or another, let them have it. However, if they need every weekend off, keep making excuses as to why they're late, etc., it may be something you need to reconsider.

### **Provide feedback.**

- Whether it is positive or negative, provide feedback for your PCA, including comments from "I really like your nail polish" to "Please do not talk to me like that."

### **Respect each other.**

- Great relationships are based on respect. Expect the best until proven otherwise.

### **Get to know each other on a personal level.**

- You will be spending a significant amount of time with your PCA, so make it more enjoyable for everyone by really getting to know them, their likes and dislikes, family, etc. and vice versa.

## Don'ts

### **Don't treat them like you don't appreciate them.**

- Your PCA is giving up so much to help you do whatever you need. If it weren't for them, you would be bedridden, so please do not treat them like you're unappreciative.

### **Don't act like they don't know what they're doing.**

- At the end of the day, you know you best; however, if your PCA wants to try something different, have a conversation and be open to a new idea or approach.

### **Don't refuse care.**

- Your PCA should want what is best for you and know they are there to support you. Even if you don't feel well or are in a bad mood, don't refuse their help when you need it.

### **Don't let them make you feel bad about your needs and wants.**

- The reason you have a PCA is because of the simple fact that you need help doing the things you cannot do on your own. If your PCA feels annoyed or aggravated that you are asking them to do their agreed-upon job, you may want to reassess the fit.

### **Don't be completely unreasonable with your needs.**

- If you ask your PCA to do many tasks outside of their job description or are demanding with your needs, you are likely promoting an unhealthy work environment.

### **Don't say "but I saw it on TV."**

- Don't ever say "but I saw it on Grey's Anatomy" or any other hospital show or movie. Sorry, but that's not real medical advice 😊