

# BUILDING A RESPECTFUL EMPLOYER/EMPLOYEE RELATIONSHIP

FEA Members hire and supervise their own Employees. As the Employer/Member, the FEA Member is recommended to provide their Employee(s) with basic caregiving information. This document is intended for that purpose.

Building a respectful Employer/Employee relationship is essential. Both parties can support each other by showing respect, consideration, active listening, and good communication. All humans have similar basic desires when it comes to how they want to be treated in a healthcare setting.

These include:

- Respect, privacy, and communication
- Choice and control
- Proper nutrition and pain management

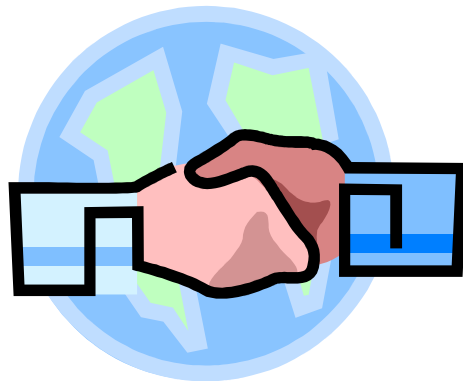
## **Employer best practices include:**

- Provide a thorough orientation so your employee feels engaged and comfortable
- Provide adequate and ongoing training
- Provide a safe working environment
- Communicate in a respectful manner and appreciate their strengths
- Provide criticism truthfully and in a constructive manner
- Schedule and supervise employee(s) within the authorized hours and based on your long term care outcomes in your member-centered plan
- Immediately communicate changes in hours, cares, etc with your employee(s)
- Create and communicate a plan for your Employee(s) to let you know if they cannot make it to their scheduled shifts before the actual shift happens
- Have a back-up plan if your Employee(s) call in sick or are unable to come in to work their scheduled shift
- Contact and get approval from your Care Team if authorized hours seem insufficient. Do not ask employee to work extra hours without approval
- Require that Employees turn in accurate timesheets on a timely basis. Review the timesheets for accuracy and validating by signing timesheet after the last shift of the pay period is worked
- Appreciate your Employee(s)
- Contact your Care Team for assistance

## **Employee best practices include:**

- Practice patience and empathy
- Speak to the person first, not the disability
- Provide choice/independence, allowing the person to speak for themselves as much as possible
- Focus on abilities, not limitations
- Report changes in condition and monitor safety
- Be on time, follow schedules, and let your Employer know in a timely manner if you are unable to make it in for your scheduled shift
- Maintain accurate records of hours worked
- Never claim time for hours not worked and do not go over authorized hours
- Be cooperative, compassionate, and positive
- Avoid stereotyping
- Get to know the person you are caring for by supporting their choices, needs, interests, dislikes, and preferences
- Participate in on-going trainings

A healthy Employer/Employee relationship can produce many benefits such as reduced turnover and absenteeism, quality caregiving supports, and satisfaction among both parties.



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