

How to find, hire and retain support staff

Finding support staff

- Place an ad on Craigslist
- Local facebook employment sites
- Student employment services through colleges
- Newspaper ad
- Word of mouth
- Staffing agency

Training support staff

- Make a list of ins and outs of what works for you
- Let the provider know what they may face and what solutions you use (behaviors etc.)
- Have the provider shadow you so they can see what you do and how you to do it
- Let them find their own way. Just because they don't do things like you do, doesn't make it wrong
- Give the provider independence once they catch on, but be close in case they need guidance
- Encourage questions. "The only stupid question is one that is not asked".
- Don't assume they know what to do

How to retain support staff

- Be available for questions.
- There is no "I" in team.
- Treat the providers how you want your loved one treated
- Be flexible with their schedule, the best you can
- Include them when problem solving. Two heads are better than one
- Give them positive feedback. Everyone likes to hear "nice job!"