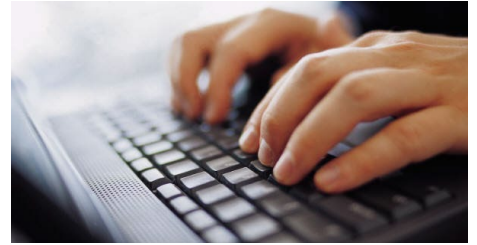


Helpful Resources

When it's time to leave the hospital

In this section:

- ***UW Medicine Resources***
- ***Services in the Seattle Area***
- ***Independent and Supported Living Options***
- ***Modifying Your Home***
- ***Transportation***
- ***Becoming an Employer:***
 - ***Washington State Requirements***
 - ***Federal Requirements***
- ***Guides for Hiring and Managing Caregivers***
- ***Background Checks***
- ***Financial Support***
- ***Return to Work or School***
- ***Recreation and Entertainment***
- ***Smart Devices***
- ***Clothing***
- ***Adaptive Products and Resources***
- ***Sample Forms:***
 - ***Discharge Checklist***
 - ***“Help Wanted” Ad for a Caregiver***
 - ***Caregiver Application***
 - ***Weekly Caregiver Checklist***
 - ***Daily Routine List***



There are many online resources to help you transition to home.

As you return to your home and community, you will have many, many questions. This chapter lists resources that other rehab patients and their families have found helpful.

~ Patient Advisor

UW Medicine Patient Resources

The UW Medicine Patient Resource page has several helpful links. Visit www.uwmedicine.org/patient-resources to learn about:

- Directions to the hospital
- Billing and insurance
- Medical records and images
- Support groups and classes
- Resolving a complaint
- Patient rights and responsibilities
- Interpreter services
- Patient education
- Preparing for your visit or stay
- Post-acute care
- International patient program
- Lodging and dining options
- Patient forms
- Pharmacy locations
- Spiritual care, grief and loss services

Services in the Seattle Area

Alliance of People with *dis*Abilities

www.disabilitypride.org

This Alliance helps local people with disabilities live more independent lives. They have 2 independent living centers, in Seattle and Bellevue. They provide information on community services and programs, peer support, and skills training. Areas of help may include housing, attendant care, transportation, employment, assistive technology, and more.

Northwest Regional Spinal Cord Injury System (NWRSCIS)

sci.washington.edu

NWRSCIS is at UWMC - Montlake. It is one of 14 model systems in the U.S. for treating spinal cord injuries (SCI). The NWRSCIS website is mainly for those with spinal cord injuries, but people with other conditions may also find it helpful. Forums and streaming videos cover employment, managing your health, transportation, ageing, dating, remodeling your home for wheelchair use, and many other topics. The archive of past newsletters is a great resource, too. NWRSCIS also has a peer mentoring program which matches newly injured patients with a peer for the same gender, injury level, and age.

Independent and Supported Living Options

- **Skilled nursing facilities:** These community facilities are licensed to provide around-the-clock skilled nursing care and skilled therapy services. A list of skilled nursing facilities by city, state, or zip code, along with information about staffing and quality measures, is online at *www.medicare.gov*.
- **Adult family homes:** These single-family homes are licensed as care facilities for up to 6 residents. They are staffed 24 hours a day. Care level and quality can vary widely, so ask questions and visit the homes you are interested in to make sure your needs can be met. Adult family homes accept Washington Apple Health and private pay. Visit the DSHS website at *www.dshs.wa.gov* or the Sound Generations at *soundgenerations.org* to learn more.
- **Assisted living:** These communities offer apartment living with part-time help with managing medicines, bathing, and other activities of daily living (ADLs). Most assisted living communities have a minimum age of 55. Assisted living can be paid for by Washington Apple Health or private funds
- **Subsidized housing:** Most communities have subsidized housing programs for people with disabilities. In the greater Seattle area, there are several Housing Authorities, each with its own application process and waiting list:

- **Department of Housing and Urban Development (HUD)** runs a federal housing program for home buyers, home owners, and tenants in multi-family and single-family housing.
- **Section 8** is a voucher program that allows the voucher holder to get housing in any building that accepts Section 8 subsidy. The voucher can also be transferred to another city or state if the resident moves

Modifying Your Home

Many people need to make structural changes to their home for them to live there independently after rehab. Watch the video “Home Modification after Spinal Cord Injury” at http://sci.washington.edu/info/forums/reports/home_mod_07.asp for ideas on how to make your home more accessible.

The video is useful for people with other disabling conditions, too. The webpage also lists many other helpful resources.

Transportation

Free Transportation with Washington Apple Health

If you have Washington State Medicaid, you may be eligible for free on-emergency transportation. To learn more, visit www.hca.wa.gov/billers-providers-partners/programs-and-services/transportation-services-non-emergency or send an email to hcanemttrans@hca.wa.gov.

Regional Transit Buses

All buses on the regional transit systems (Metro, Community Transit, and Sound Transit), from Tacoma to Everett, are very accessible. The drivers are usually very polite to people with disabilities. All transit systems have different programs to support your transportation needs.

- **Metro Bus Service:**

<https://kingcounty.gov/depts/transportation/metro/travel-options/bus.aspx>

- **Community Transit:** www.communitytransit.org
- **Sound Transit:** www.soundtransit.org

Shuttles, Taxis, Rideshares, and Rentals

There are several options to help with transportation in the community.

- Shuttle services such as Shuttle Express, taxi services, and rideshares have accessible transportation options. Wheelchair-accessible shuttles and taxis may be an option. **Be sure to tell them that you need a wheelchair-accessible taxi or shuttle when you call to schedule.**
- Ride shares such Lyft and Uber can accommodate foldable mobility devices such as a foldable wheelchair, walker, scooter, or canes and crutches. **Be sure to tell the driver how you would like them to help you and how to fold and store your mobility device.**
- HopeLink is a non-profit organization that provides several transportation services. Visit www.hopelink.org/need-help/transportation to learn more.
- Local dealers of accessible vehicles may have a small number of rentals. These may be costly, but are worth it if you want to do some traveling. Absolute Mobility Center offers wheelchair-accessible van rentals for healthcare appointments, vehicle repairs, vacations, and special occasions. Visit www.absolutemobilitycenter.com to learn more.

Becoming an Employer

If you will be hiring a caregiver, these resources are essential. You will need to get a business license and meet other state and federal requirements for being an employer.

Washington State Requirements

Department of Licensing Business Licensing Service

<https://dor.wa.gov/open-business>

Click on “Start a Scenario.” Then select “Care Giver” as your business activity. The activities are listed in alphabetical order. You can either scroll through several pages to find the listing or type “care giver” into the “Filter” field.

Employment Security Department (ESD)

www.esd.wa.gov

Once you hire a caregiver, you must file state employment taxes every quarter. ESD can help you with a Master Business Application and guide you through the new employer process. They will issue you a Unified Business Identification (UBI) number. This is like a Social Security number for your domestic help business.

Department of Labor and Industries

www.lni.wa.gov

Contact this department if you need or are required to carry Worker’s Compensation coverage.

Department of Social and Health Services

www.dshs.wa.gov/newhire

You must file a New Hire Report with the DSHS when you hire a new or returning employee.

Federal Requirements

Employer Identification Number

www.irs.gov/businesses/small-businesses-self-employed/apply-for-an-employer-identification-number-ein-online

Apply for your federal Employer Identification Number (EIN) online, and you will receive your EIN right away. You can then download, save, and print your EIN confirmation notice.

Internal Revenue Service

- You must pay Medicare, Social Security, and Federal Unemployment Tax (FUTA) quarterly as a sole proprietor/individual taxpayer with your 1040 Estimated Tax:
 - Form 1040-ES, “Estimated Tax for Individuals,” is online at *www.irs.gov/pub/irs-pdf/f1040es.pdf*.
- Report household employee wages on your annual IRS return:
 - Publication 926, “Household Employer’s Tax Guide,” is online at *www.irs.gov/pub/irs-pdf/p926.pdf*.
 - Publication 15, “Employer’s Tax Guide” is online at *www.irs.gov/pub/irs-pdf/p15.pdf*.
- Report household employee wages to the employee with a W-2 form and to the government with a W-3 form in January after the year of employment.
 - Instructions for Forms W-2 and W-3 are online at *www.irs.gov/pub/irs-pdf/iw2w3.pdf*.

Online Guides for Hiring and Managing Caregivers

- **Personal Caregivers: Tips, Tricks and Tales from Individuals with Spinal Cord Injury:** People with spinal cord injuries share their tips for finding, hiring, and managing personal caregivers. Visit <http://sci.washington.edu/info/forums/reports/caregivers.asp> to watch the video or read the report. The tips are also helpful for people with other disabling conditions.
- **Personal Care Assistants: How to Find, Hire and Keep Them:** <https://craighospital.org/resources/personal-care-assistants-how-to-find-hire-keep>
- **Personal Care Assistance: How Much Help Should I Hire?:** <https://craighospital.org/resources/personal-care-assistance-how-much-help-should-i-hire>
- **Managing Personal Assistants: A Consumer Guide:** A free 70-page guide by Paralyzed Veterans of America (PVA). Download the guide or order a printed copy at <https://pvasamediapr.d.blob.core.windows.net/prod/libraries/media/pva/library/publications/persasstfc6d.pdf>. There is a shipping charge added for printed copies.
- **Care.com:** This online service helps you find, manage, and pay for caregiving services. They can help with background checks, household taxes, and payroll. Visit www.care.com to learn more.

Background Checks

- **Washington State Patrol WATCH Service** gives access to criminal history records in Washington state. Visit <https://watch.wsp.wa.gov/WATCH/Home/Index> or call 360.534.2000 to learn more.
- **Employer Info Source** is a private company that provides several screen and background verification packages. Visit <http://employersinfosource.com/services> to learn more.

Financial Support

- **Navigating the System: Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI):** Presented by Peter McKee, Attorney, Douglas, Drachler & McKee, LLP. Watch the video or read the report at <http://sci.washington.edu/info/forums/reports/ssdi&ssi.asp>.

Financial Support through COPES

COPES (Community Options Program Entry System) is a program of the Washington State Department of Social and Health Services (DSHS) that pays for personal care and other services for eligible clients in their own homes or in residential facilities. It is designed for people who, without this financial support, would need to be in nursing homes.

- Eligibility for COPES is based on health, disability status, and financial need. Visit www.washingtonconnection.org/home to learn more.
- Read “Summary of Home and Community Services & Eligibility” at dshs.wa.gov/sites/default/files/publications/documents/22-866.pdf.

Return to Work or School

Work with your medical team to determine a return to work or school plan. Here are some services you may find helpful:

- **Rehabilitation counselors** can help provide resources, career guidance or help set up volunteer work. Rehabilitation counseling is part of the rehabilitation outpatient clinic at UWMC - Montlake.
- **Department of Vocational Rehabilitation (DVR)** is a statewide resource that assists people with disabilities prepare for, secure and maintain employment. Visit www.dshs.wa.gov/dvr/about-dvr to learn more.

Recreation and Entertainment

There are many discounted or free services for people with disabilities:

- **The Flash Card:** This card is issued by the City of Seattle. It provides free or discounted prices to Seattle area retail stores, services, arts, entertainment, tourism, and more. Visit www.seattle.gov/agefriendly/about/discount-program to learn more.
- **The Access Pass:** This card is issued by the National Parks Service. It is a lifetime pass for U.S. citizens or permanent residents with permanent disabilities. The card allows the pass holder and 3 adults to enter the parks for free. Visit www.nps.gov/fees_passes.htm to learn more.
- **Outdoors for All:** This program allows people with disabilities to continue an active life year-round. Outdoor activities with this group include alpine skiing, white water rafting, hiking, water skiing, other water sports, weekend excursions, rock climbing, kayaking, and canoeing. Visit www.outdoorsforall.org or call 206.838.6030 to learn more.
- **Washington Trails Association: Accessible Trails:** Visit these websites to learn about accessible trails in Washington state:
 - www.wta.org/trail-news/signpost/accessible-trails
 - www.parks.wa.gov
- **Footloose Sailing:** A sailing program for people with all types of disability. Visit www.footloosesailing.org to learn more.
- **Movie theatres:** Although this is not widely known, many movie theatres offer free entry for your caregiver or assistant. Just ask at the box office if they offer this service.

- **Plays, symphony, sporting events, concerts, and more:** Go out and have some fun! Most of these public facilities have good access for people with disabilities. Staff are usually very helpful and you may get the best seats in the house! Some places offer free admission for your caregiver or assistant. Ask at entry if they offer this service.
- **AccessibleGo:** This website provides travel resources as well as an online community to share accessible travel resources. Visit <https://accessiblego.com/home> to learn more.
- **Seattle Adaptive Sports (SAS):** The mission statement of SAS is to enhance and promote the well-being of physically challenged individuals by giving them the opportunity to participate and compete in athletic and recreational activities. Visit www.seattleadaptivesports.org to learn more.
- **Wheelchair yoga and meditation:** There are many online resources and videos of seated yoga classes. You can also ask your local yoga centers if they have a seated yoga class.

Smart Devices

Technology can be a great tool. It can help you be productive and efficient. We talk a lot about how technology can help you throughout this *Rehab and Beyond* manual, but here are some basic tips:

- **Cell phones, tablets, and wearable technology:** Voice controls, such as Siri or Alexa, can help you call or text anyone. Wearable technology, such as a smartwatch, can act as a medical alert and allow you to easily call 911 in an emergency.
- **Smart home devices:** Smart devices can help you manage items around your house such as your TV, thermostats, and lights. A website called “Smart Homes Made Simple” has resources including a self-assessment to help you get started. Visit <https://smarthomesmadesimple.org> to learn more.

- Technology can also help you do household tasks. Some examples include robot vacuums, electronic pet feeders, electronic door openers. Sites such as Wirecutter or Consumer Reports provide reviews of products to help you choose the best product for you and your needs.
- **WATAP:** The Washington Assistive Technology Act Program (WATAP) provides resources and services to help you choose and use assistive technology, including smart devices. Visit <https://wataap.org/services> to learn more.

Clothing

Many websites offer clothing and patterns designed for people with disabilities. Try searching online for adaptive or accessible clothing. Facebook groups and other online communities also offer many resources.

Adaptive Products and Resources

- **Makers Making Change:** This website connects makers to people with disabilities who need assistive technologies. Visit www.makersmakingchange.com to learn more.
- **Adaptive computer products:** This website provides links to other websites and books. Visit www.makoa.org/computers.htm to learn more.
- **ErgoMart:** Office and computer products. Visit www.ergomart.com to learn more.
- **InfoGrip:** Assistive technology hardware and software. Visit www.infogrip.com to learn more.

Sample Discharge Checklist, page 1

Service or Equipment	UWMC Resource (person or service)	Community Resource	Commercial Resource	Cost	Notes and Comments
Equipment					
Supplies					
Prescription Items					
Over-the-Counter Items					

Sample Discharge Checklist, page 2

Service or Equipment	UWMC Resource (person or service)	Community Resource	Commercial Resource	Cost	Notes and Comments
Home Changes (such as doorways, floor transitions, type of flooring, bed height)					
Structural Changes (such as ramps)					
Home Automation/Smart Home Devices (such as light switches, door openers, thermostat, fan, HVAC controls)					
Safety Measures (such as easy access to communication devices, first aid kit)					

Sample Discharge Checklist, page 3

Service or Equipment	UWMC Resource (person or service)	Community Resource	Commercial Resource	Cost	Notes and Comments
<i>Daily Routine (such as type of bed linens best for you, equipment for bathing, eating)</i>					
<i>Transportation (such as type of vehicle, height of vehicle, community transport options)</i>					
<i>Transition of Care from Hospital to Home</i>					
<i>Follow-up Services (such as healthcare visits, outpatient therapy, vocational rehab therapy)</i>					
<i>Other Resources (such as DSHS, community resources)</i>					

Sample “Help Wanted” Ad for a Caregiver

Help Wanted: Aide, Caregiver

Days: (List days you need help.)

Hours: (List hours you need help.)

Area: (Your neighborhood name.)

Contact: (List name, numbers, email, etc. Include best times to call if phoning.)

Employment Opportunity

Part-time morning personal health aide for active adult male quadriplegic with spinal cord injury. I was injured in 2002, have a positive attitude and am healthy, but need morning help in my private residence. There are no pets or other distractions. This is not a live-in position.

Duties

Help with bathroom routine, cleaning of urological supplies, skin inspection, range of motion, dressing, cooking, exercise program, laundry, light housecleaning. No transfers or heavy lifting.

Desired Assistant Profile

Speaks English. A person who gets satisfaction from doing their job well. Punctual, dependable, self-directed, nonsmoking. Positive attitude and sense of humor. Ability to work quickly and efficiently. Reliability is very important; unscheduled absences are unacceptable.

Washington state driver’s license and reliable automobile transportation required. Experience working with male spinal cord injury desired, but I am willing to train. Seeking an individual who wants one or more years’ work. References, please.

Pay

Competitive hourly rate; determined individually; paid weekly.

Orientation and training with another current employee is typically provided for 3 days. Those orientation days will be paid after 30 days employment.

\$_____ extra for New Year’s Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, Christmas Day; also for emergency coverage of another shift.

Social Security and Medicare taxes withheld and employer’s share paid. Aide pays own federal income tax, which will not be withheld.

Bonus or raises depend on performance, punctuality, absenteeism, length of employment, compatibility, and general attitude.

Other Position Also Needed

Fill-in coverage from time to time, as needed. Job duties and qualifications same as above.

Sample Caregiver Application, page 1

Name _____ Social Security #: _____ - _____ - _____ Date: _____

Address: _____

Home Phone: _____ Cell Phone: _____ Email: _____

Best way to reach you: _____ When: _____

Are you eligible to be employed in the United States? _____ Are you over 18? _____

Are you able to meet the attendance requirements? _____ Date available to start: _____

Days of week available: _____ Length of employment desired: _____

Days and/or dates not available: _____

Have you been an attendant before? _____ Number of years? _____ Work with male quadriplegic? _____

License, CNA, etc. Certification number: _____

Are you a licensed personal care business? _____

Driver's license number: _____ State: _____ Car license plate: _____

Driving record, describe: _____ Auto insurance company: _____

Have you ever pled "Guilty," "No Contest," or been convicted of a felony? _____

If yes, please provide date, location, details, and explanation: _____

Smoker: Yes No Physical limitations, allergies, or medicines that may affect your work: _____

Do you have medical insurance? _____ If yes, what? _____

Career goal: _____

Why do you want this job? _____

Education *List schools attended; begin with most recent.*

School: _____ Degree/Area of study _____

School: _____ Degree/Area of study _____

School: _____ Degree/Area of study _____

Summarize any special training that may relate to this job. _____

Sample Caregiver Application, page 2

Personal References I May Contact

Name: _____ Relationship: _____ How long? _____

Address: _____ Phone: _____

Name: _____ Relationship: _____ How long? _____

Address: _____ Phone: _____

Employment History

Please list your most recent employer first.

Employer: _____ Phone: _____ May I contact? _____

Supervisor: _____ Phone: _____ May I contact? _____

Location: _____ Start date: _____ End date: _____

Job title: _____ Salary or wage: _____ Hours: _____

Job duties: _____

Reason for leaving: _____

Employer: _____ Phone: _____ May I contact? _____

Supervisor: _____ Phone: _____ May I contact? _____

Location: _____ Start date: _____ End date: _____

Job title: _____ Salary or wage: _____ Hours: _____

Job duties: _____

Reason for leaving: _____

Employer: _____ Phone: _____ May I contact? _____

Supervisor: _____ Phone: _____ May I contact? _____

Location: _____ Start date: _____ End date: _____

Job title: _____ Salary or wage: _____ Hours: _____

Job duties: _____

Reason for leaving: _____

Sample Caregiver Application, page 3

Employer: _____ Phone: _____ May I contact? _____
Supervisor: _____ Phone: _____ May I contact? _____
Location: _____ Start date: _____ End date: _____
Job title: _____ Salary or wage: _____ Hours: _____
Job duties: _____
Reason for leaving: _____

1. Do you have experience doing bowel programs? _____
 2. Do you have experience doing range of motion? _____
 3. Do you have experience doing skin inspection? _____
 4. Give examples of foods or meals you are comfortable cooking: _____

 5. Please list several of your skills. _____

 6. List a few of your personality traits. _____
 7. Are you pet friendly? _____
 8. Are you talkative or on the quiet side? _____
 9. Do you consider yourself patient? _____
 10. Are you detail-oriented? _____
 11. What is your comfortable work pace? _____
 12. Are you comfortable doing light housework?
 13. What do you do to keep on schedule? _____
 14. What motivates you? _____
 15. What adds to your job satisfaction? _____
 16. What lowers your job satisfaction? _____
 17. How do you handle instruction and constructive criticism? _____
 18. How do you like to receive feedback? _____
 19. How do you communicate your expectations? _____
 20. What kinds of things irritate you? _____
 21. Is it easy for you to accept an apology? _____
 22. How many times were you late for work in the last year? _____
-

Sample Caregiver Application, page 4

- 23. How many days of scheduled work did you miss in the last year? _____
- 24. I need help every morning. Are you comfortable driving in the snow? _____
- 25. Do you have plans, such as vacations, holidays, etc., that will conflict with this position? (list) _____

- 26. Are you available and willing to have me call you for substitution work? _____
- 27. Will you travel for a few days if the circumstances are satisfactory? _____
- 28. What has been the best part of working in home healthcare for you? _____

- 29. What has been the worst part of working in home healthcare for you? _____

- 30. What salary or wage do you desire? _____
- 29. Give an example of how you continue to educate yourself. _____

- 30. What is the most important lesson you have learned working with clients? _____

Applicant Release Form

I certify that the information I have provided is true and complete. I authorize you to contact references, employers, public agencies, licensing authorities, and other entities as needed to verify the accuracy of the information I provided. I understand that if hired, I must provide proof of identity and legal authority to work in the United States. I understand that information provided by me that is false, incomplete, or misleading will be sufficient cause for termination of employment.

I have read, understand, and accept the statement above.

Print Your Name _____

Signature _____ Date _____

Sample Caregiver Weekly Checklist

ACTIVITY	Date:								
Hours of sleep	# of hours	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs
Urine: C=clear, D=dark	C, D								
Bowel movement	S, M, L, XL								
BM: F=formed, L=loose	F or L								
Peri-care									
Shower									
Range of motion	Y/N								
Make breakfast	Y/N								
Assist with	Y/N								
Make lunch	Y/N								
Make dinner	Y/N								
Assist with	Y/N								
Assist with exercises		min	min	min	min	min	min	min	min
Vacuum dining room, traffic areas		as needed							as needed
Vacuum house									
Vacuum sofas (every 2 weeks)									
Clean bathrooms									
Wash shower curtain (1 x month)									
Load/unload dishwasher									
Shopping									
Sweep doorways (other as needed)									
Mop vinyl floors									vinyl
Water plants (fertilize every 2 weeks)									
Dusting - bedroom									
Dusting throughout house									
Laundry		old towels			old towels		bath towels		clothes
Laundry, bedding						bedding			
Feed animals									
Print your initials clearly									
Hours worked	# hours	hrs	hrs	hrs	hrs	hrs	hrs	hrs	hrs

(Shaded areas indicate a minimum frequency; mark when completed)

General Notes (Enter the date, write notes as needed, then initial your entry)

Sample Daily Routine List

Morning Caregivers:

7:45 to 8:00 Wake up

8:00 to 8:45 Transfer to toilet, toileting

8:45 to 9:45 Shower and get dressed (Monday, Wednesday, and Friday)

8:45 to 9:15 Put on pants, socks, and shoes

9:15 to 9:30 Transfer to wheelchair

9:30 to 10:00 Eat breakfast, take medicines

10:00 to 10:30 Wash face, brush teeth, comb hair, put on shirt

10:30 to 11:30 Do exercises from my wheelchair

Afternoon Caregivers:

12:30 to 1:15 Eat lunch, take medicines

1:15 to 5:00 Free time, appointments, rest in bed if needed

Evening Caregivers:

5:00 to 6:00 Eat dinner, take medicines

6:00 to 9:00 Free time

9:00 to 9:30 Wash face, brush teeth, undress

9:30 to 9:45 Transfer to bed

Questions?

Your questions are important. Talk with your doctor, nurse, or other healthcare provider if you have questions or concerns.

While you are a patient on UWMC's Inpatient Rehab Unit, call 8.4800 from your bedside phone. From outside the hospital, call 206.598.4800.

After discharge, call your primary care provider or UWMC's Rehabilitation Clinic: 206.598.4295