

Firing Your Provider

Unfortunately, a time may come when you need to consider terminating a Provider. It is important to plan carefully for this situation, and to put a lot of thought into how you will approach it. Here are some common reasons for termination:

- Performance is not acceptable.
- The Provider is frequently late or does not show up for work.
- Personal habits bother you. For example, the Provider smokes while doing your care or has poor personal hygiene.
- The Provider does not listen to your instructions.
- You do not feel safe with the Provider, even though s/he has been working for you for several weeks and training has been provided.

When termination occurs, there is generally a two-week notice given. However, a Provider may need to be fired when his/her behavior endangers you or your property. In this case, it is unnecessary to give a two-week notice. Examples of gross misconduct that may require firing include:

- Physical or sexual assault or harassment (either at work or outside of working hours)
- Threatening behavior (to you or anyone else)
- Deliberate damage to your property
- Verbal abuse (to you or anyone else)
- Breaking your confidentiality
- Gross insubordination (includes any conduct that tends to undermine your independence or self-determination)
- Failure to disclose criminal charges or convictions in their application form

Never fire a Provider on impulse while you are mad; the rationale for a valid firing is a clear list of well established problems that cannot be resolved. If you decide to fire a Provider, here are some tips that may be helpful:

- For safety reasons, it is a good idea to have someone with you when you fire the Provider.
- Perform the firing at the end of the Provider's shift in order to minimize conflict

Before the Provider arrives on the day of the firing, review the list of reasons that have made the firing absolutely necessary. Write out the list if you fear that your mind might go blank during the meeting.

- Be ready to give your reasons to the Provider in writing.
- Have a replacement Provider ready if at all possible. Make sure you have someone who can step in right away.
- Ask for keys to your home and any other personal property of yours the Provider may have. Consider changing your door locks.
- Be prepared for the Provider to be upset. Remain calm and avoid a confrontation.
- Be firm, but kind. Say that things are just not working out and while you both have tried, it is just not enough.
- Don't change your mind once you have decided. If you change your mind about firing the Provider, things may not improve and could get considerably worse.