

Berks Encore
40 North 9th Street
Reading, PA 19601

p: 610.374.3195
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BerksEncorePA.org



Attachment 1 - Guide to Worksite Behavior

Our goal is to provide seniors with trouble-free service. Obviously the services that you provide and the manner in which they are carried out is key to ensuring success of the program.

Your performance on each of the referred jobs will directly affect future referrals and certain professional standards are expected:

- Work site dress code should be appropriate to your job and necessary personal protective equipment must be worn by all workers. Proper clothing must be worn at all times including, shirt sleeves that cover the shoulders and no skin showing between the top and bottom clothing.
- No alcohol will be consumed during the work.
- Work must be performed in a safe manner with due diligence to prevent bodily injury or property damage.
- Worksite noise will be kept to a minimum appropriate to the work being performed with no loud music, profanity or unnecessary shouting.
- Keep work area tidy and clean-up after you have completed the work each day and remove from the premise any leftover materials and waste as applicable

Some seniors experience physical changes that make it more difficult for them to get around and handle things.

- They may use canes, walkers, or wheelchairs that slow them down when trying to get to the door, so please give them time before knocking or ringing the doorbell a second time; or hanging up the phone and calling again if you are phoning.
- They may not hear well, so please be sure you have their attention before speaking, and speak slowly and clearly. Do not shout when speaking to them in person or on the phone.
- They may move slowly in the house, so please be patient as they go from one place to another.
- They may be bothered by bright lights, so please ask before turning on lights or opening blinds.
- They may not be able to use their hands easily, so please be patient as they are trying to handle papers or items you need to see to do your job.

Some seniors can experience confusion, and that makes it difficult to communicate with you.

- Identify yourself and speak clearly, explaining in a few sentences why you are there.
- Ask if there is someone else at home to help, if you are having trouble communicating.
- You must communicate promptly with the individual to whom you have been referred and provide a clear written description of the work that you are asked to perform. If applicable, start and completion dates will be included; any deviation for these dates on your part should be communicated in a timely manner.
- Some seniors are afraid of being taken advantage of. Identify yourself and let them know what company you are with and that you are part of **Berks Encore @ Home** program. In the event of any disputes or problems with the work please contact Berks Encore promptly with an explanation.

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- Some seniors don't have anyone to talk to, and may want to spend time with you while you are working. If they are interfering with your work, politely explain that you are there to do your job, and that you will come let them know when you are finished.
- If you have any concerns about the safety of the seniors you are seeing you can contact Dot Hartman at 610-374-3195 x233 or email: Dhartman@BerksEncorePa.org.