

Unit 2

Personal Assistance Services

Lead In – Speaking

2.1 What do you think about the following utterance?



“You are not just helping somebody out, you are not just doing things for me. You are enabling me to be me! To be seen for who I am and what I am by helping me out with the stuff that I just can’t do by myself.”
“Too many people think disable means unable, but it does not. We are all really different!”

Reading

General information on Personal Assistance Services

2.2 What Are Personal Assistance Services (PAS)?

A personal assistant (sometimes called a personal care attendant or PCA) provides the support necessary for someone with a disability to live and work in the community. Typically, a personal assistant works directly for the individual with a disability, although similar services may be provided by home health aides who work for an agency.

At one time, personal assistants mainly performed hands-on activities such as bathing, dressing, using the bathroom and transferring between bed and wheelchair. Other activities included cleaning the home, running errands, and driving the person with a disability wherever he or she needed to go.

Over the years, personal assistance has come to mean any support a person needs to maintain his or her independence. This can include caring for children, using a checkbook, or translating speech that might be difficult to understand. A person with an intellectual disability who has good physical function may need verbal coaching to accomplish the tasks of the day.

The definition of a personal assistant has continued to expand as people with disabilities increasingly join the workforce. A personal assistant may come into the workplace at lunchtime to assist the employer (the individual with a disability) with lunch and using the restroom. Or a personal assistant may accompany the employer all day, driving him or her to meetings, assisting with paperwork, note taking, and phone calls as well as personal tasks.

<http://www.ct.gov/brs/cwp/view.asp?a=3955&q=465118>

Vocabulary

attendant (n)	ošetřovatel, provázející	necessary (adj)	nutný, nezbytný
accomplish (v)	dosáhnout, splnit	perform (v)	vykonávat, plnit, zahrát
aid (n)	pomoc	provide (v)	poskytovat
although (conj)	ačkoli, sice, i když	restroom (n)	toaleta
coaching (v;n)	připavovat; vést	run errands	dělat pochůzky
continue (v)	pokračovat	speech (n)	řeč, mluva
disability (n)	postížení, nevýhoda	support (n;v)	podpora; podporovat
expand (v)	(roz)šířit se	task (n)	úkol, úloha
checkbook (n)	šeková knížka	transfer (n;v)	přesun; přemístit
include (v)	obsahovat, zahrnovat	wheelchair (n)	invalidní vozík
increasingly (adv)	stále víc, narůstající	workforce (n)	pracovní síla, zaměstnanci
maintain (v)	pokračovat, udržovat		

Speaking

2.3 Answer the following questions:

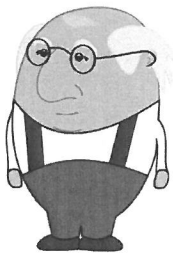
1. What are the main aims of personal assistants in social services?
2. Name some typical activities personal assistants usually do.
3. What skills and personal characteristics should a personal assistant fulfil? (Use the table below to write down the words.)
4. Is personal assistance in social work only about hard physical work?
5. Would you like to work as a social personal assistant?
6. Can you imagine any pros and cons of such a job?



SKILLS of a PA	CHARACTERISTICS of a PA

Writing

2.4 Based on your knowledge of personal assistance services, create a small advertisement asking for somebody to become an assistant of a person with a disability. Two examples are given below.



eg. I'm a disabled gentleman living in my own house with a little garden. I require a friendly reliable PA to assist me to remain independent. Tasks include personal care. You will be part of my small team of PAs and must be able to provide some cover for Annual Leave and sickness.

- Mon to Fri: £8.00/hr Sat to Sun: £10.00/hr
- Various shifts available:
 - Monday-Friday: Mornings and afternoons to be agreed
 - Saturday & Sundays: Mornings and afternoons to be agreed

Please apply if you can do any of these shifts. You are also required to be flexible in order to cover other shifts worked by another PA if they are unwell or on annual leave.

eg. Personal assistants are required to help support a disabled teenager living at home in this area, to access the most out of life and have fun! Help is needed with all aspects of personal care and with life and participating in sensory activities in and outside of the home.

Applicants must have a good sense of humour be flexible and innovative to support someone with complex and challenging needs. We are looking to build up a fun and friendly care team so it's desirable that applicants have held a clean driving license. Training for specific care needs will be provided but a willingness to learn and have a patient approach is essential.

Successful applicants are required to provide an enhanced DBS disclosure. Disclosure expense will be met by employer and hours are flexible across the week days for £8.50 per hour.



2.5 Hiring a personal assistant - *The steps you should follow when getting a new PA*

- 1) Read the following steps.
- 2) Order the steps as you should proceed when looking for a new PA.
- 3) Match them with further explanations of the particular steps.

Training – Checking – Recruitment – Hiring – Supervising – Interviewing - Terminating - Self-assessment

- I. Contacting applicants' references **helps you narrow down the choices**. Many employers **don't take this step seriously enough**, but it is critical.
- II. You are the boss. Talk to other employers of personal assistants about **developing these skills**. Good supervision can make the difference between a **successful relationship** and one that is problematic. **Make gentle corrections where needed**.
- III. **Determine how much assistance you need** and what kind. For example, do you just need support getting up in the morning, or assistance throughout the day? Someone to drive? **Someone to provide support at work? Can assistive technology fulfil any of these needs?**
- IV. Teach your assistants what you want them to know about you and **how you like things done**.
- V. Telephone interviews are **the first step in screening candidates**. In-person interviews are important in **making hiring decisions**.
- VI. You may choose to **put up flyers; place ads** in the newspaper; **post the position on job-search websites; purchase a subscription on a particular web page**, which has a searchable database of resumes; or use several methods at once.
- VII. Choosing the right assistant is a skill that develops over time. **be alarmed if you hear an occasional horror story**. There are **dependable, competent, and caring people** out there. Your job is settle for anything less.
- VIII. **Nobody wants to fire an employee**, but if you have a **assistant whose performance is poor and repeated warnings caused improvement**, you may have no choice.



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<http://www.ct.gov/brs/cwp/view.asp?a=3955&q=465118>

Vocabulary

ad (n)	reklama (advertisement)	occasional (adj)	občasný
assessment (v)	hodnocení, stanovení	particular (adj)	určitý, jednotlivý, zvláštní
dependable (adj)	spolehlivý, důvěryhodný	proceed (v)	postoupit, ubírat se, vzejít
determine (v)	určit, vymežit, vypočít	purchase (n;v)	nákup; (na)koupit, pořídit
employer (n)	zaměstnavatel	recruitment (n)	nábor, najímání, doplňování
fire (v;n)	vyhodit (někoho); oheň	resume (n)	souhrn, závěr
flyer (n)	leták (US)	screening (n)	třídění, prosévání
following (adj)	následující, další	searchable (adj)	vyhledatelný
further (adj)	dál(e), další, pozdější	seriously (adv)	vážně, opravdově, skutečně
gentle (adj)	jemný, mírný, laskavý	settle (v)	usadit se, urovnat
hire (n;v)	nájemné; najmout, zjednat	subscription (n)	členský příspěvek, předplatné
check (n;v)	kontrola; kontrolovat, ověřit	terminate (v)	ukončit, zakončit
improvement (n)	zlepšení	throughout (prep; adv)	během, skrz, po celou dobu
narrow (v;adj)	zúžit; úzký, omezit	warning (n)	varování, výstraha

Find the excerpts (in bold) of the text in the article above and write it down in English again next to the Czech translation. Fill in the correct Czech word.

- A) učíte mírné _____ tam, kde je třeba
B) když činíte _____ rozhodnutí
C) jak máte rád(a), když _____ dělají
D) opakovaná varování _____ zlepšení
E) vám pomůže zúžit _____
F) zakupte si členský příspěvek (předplatné) na _____ webové stránce
G) spolehliví, kompetentní a _____ lidé
H) někoho, kdo _____ podporu
I) neberou tento _____ dostatečně vážně
- J) vyvěste _____; _____ reklamy
K) zveřejněte stav na _____ webových stránkách
L) asistent, jehož _____ jsou slabé
M) stanovte si, _____ asistence budete potřebovat
N) nikdo nechce vyhodit _____
O) _____ při třídění kandidátů
P) nelekejte se, když uslyšíte _____ historku jak z hororu
Q) mohou pomocné technologie _____ některé z těchto potřeb
R) rozvinutí těchto _____

Watch the video (till 2:38) again and fill in the missing bits of the text. Do not worry about the spelling at first, put down what you hear and correct it later. There are many words left out so before listening for the second time you might like to work out a strategy with your neighbour to catch all the words.

So what do you say your role involves, because I guess _____ get the wrong idea about what personal assistant actually does.

Yeah, well, I think that the most _____ thing is that I am not seen as a _____. I think I am an enabler. So someone working with guidance from their _____ to help them do what's needed.

OK

I think PA sounds a bit more professional.

_____, like any other profession, not everybody's cut out to do it.

Yeah, but when you say PA, people think assistant to the boss, people in business suits and that sort of thing.

But there's such a _____ side to what we do. There's a real balance between _____ and _____ care.

PA in a broad sense is to ... not only be a _____ in many ways, but also do those jobs that sometimes people need assistance with _____ a disability, etc.

Having a personal assistant ... it really helps because they connect as a _____ plus you know it is a company ... to have somebody to back and bowl, just everyday tasks for.

The role of a PA is to ... I think ... for more _____ 'cos the people that I work for just may need a little bit of help with certain _____.

Oh, It could be _____ from you know housework hoovering, helping them to keep their house straight, helping them with _____, helping them to get out ... up and about, in some cases it might be personal care or making meals for them. Just sometimes it's just a companion _____ ... you know you might just be ... having a chat and cup of coffee ... and somebody that's _____ for example.

You're not just helping somebody out, you're not just doing things for me. You're enabling me to _____! To be seen for who I am and what I am by helping me out with the stuff that I just can't do by _____.

So I am lucky in a way that is specific to your practical _____ but also in keeping with who you are ... even how you're _____ on the day. It's all about me helping you live as _____ as possible on your terms.

Too many people think disable means _____, but it does not. And we are all really _____!

That's why I work differently with _____ employers, because everyone's got different needs and _____ ways of working.

You adopt the way you work to _____ them.

Right, but of course it is up to the employer – you – to make your own life _____. I just help out with that.

So that's _____ you're a personal assistant and not a carer!

Exactly. It's a professional arrangement. You pay me to _____ service.

Probably the most important service I'll ever _____ for, to be fair ... enabling me to stay independent and _____ me!

news item 68: THE HOMELESS

A group of squatters have taken possession of a derelict building under the slogan "The Homeless Help Themselves". Although the **comman-deered** building is in an appalling condition, they promise to make the **hovel habitable** again. They will do it up and turn it into a place where the homeless can have a warm bed and a hot meal. The **deserted** property had remained disused and boarded up for the last year. Even in its present state, the squatters say, it is much better than sleeping rough. At the moment, there are seventy people housed there, their ages ranging from twenty to seventy-six.

In a press interview, the man behind the project talked about how easy it is to end up on the street and, describing the **meagre** resources now at his disposal, appealed for donations and voluntary work. Impressed by his determination to keep the project going, many people have **re-sponded**. Donations of bedding, clothes and food are slowly coming in. The action raises the question of the government's responsibility to provide cheap rented accommodation for people who need assistance in this respect. Too many of the nation's poor are unable to find an affordable place to rent. However, among them are people who have made them-selves intentionally homeless. These cases are not top priority on the housing list. It is widely felt that the government money, which is desperately needed to finance shelters for the **desolate** and the **dispossessed**, is being misused. Most of the "meals-on-wheels" programmes and soup kitchens are funded by charity organizations.

The current action offers more than just a roof over people's heads. It is a means of helping the homeless to move back into the social system. Yet, despite their efforts at self-help, the squatters may still face **eviction**, as the city council is **reluctant** to give up its plans to pull the building down. A **demolition** contractor has already **surveyed** the building, which is scheduled for demolition next month.

for discussion topics go to page 300.

squatter (n) – person who occupies empty, deserted buildings without permission – squatér, ten, kdo se neoprávněně nastěhuje do prázdňého domu
 derelict (adj) – abandoned, left to fall into ruin – opuštěný
 commandeér (v) – confiscate, take over – neoprávněně se zmocnit, zabrat
 hovel (n) – poorly cared for, dirty building – zanedbaný neudržovaný dům, ruína
 habitable (adj) – fit to be lived in – obyvatelný
 deserted (adj) – one that has been abandoned – opuštěný
 meagre (adj) – insufficient, poor – nedostatečný
 respond (v) – act in answer – reagovat
 the desolate (n) – people who are homeless – nezahávaní lidé

reluctant (adj) – unwilling, disinclined – váhavý, zdráhavý
 demolition (n) – pulling down buildings – demolice
 survey (v) – here: examine the condition of building – zde: provést znalecké posouzení

EXERCISE 1. HEADLINE

Rearrange the words to form the headline to the story:

(answer – page 325.)

SQUATTERS – HOMELESS – FOR – CLAIM – SCHEDULED – SHELTER – DEMOLITION

EXERCISE 2. COMPREHENSION

Answer the following questions:

1. What are the squatters going to do with the disused building?
2. What kind of help are they getting?
3. What kind of policy should the Government have for the homeless?
4. Is there any future for the shelter in question?

EXERCISE 3. PHRASES TO LEARN

Complete the following phrases. Each line stands for one word:

- ujmout se vlastnictví – t _____ p _____ of...
- spát „pod mostem“ – s _____ r _____
- ocitnout se na ulici – e _____ u _____ o _____ the s _____
- obrátit se s výzvou o poskytnutí darů a sociální práci – a _____ f _____ d _____ and v _____ w _____
- nastolit otázku – r _____ a q _____
- být k pronajmutí za dostupnou částku – a _____ p _____ to r _____
- hrazené z prostředků dobročinných institucí – f _____ by c _____ o _____
- nebýt nakloněn k odstupování od plánů – be r _____ to g _____ u _____ p _____
- zbourat dům – p _____ d _____ a b _____

for translation practice go to page 275.

Homeless and Sheltered Housing

3.2 Reading:

Sheltered housing is one of the main housing options for vulnerable people who can be divided into the following groups:

- former rough sleepers
- people with mental health problems
- people with a physical or sensory disability
- people with learning disabilities
- people with mental disabilities
- seniors
- street children
- care leavers
- victims of domestic violence, trauma or sexual abuse
- young mothers or families

There are many different types of sheltered housing schemes. Some will have a scheme manager (a warden) who lives onsite or offsite, and all should provide 24-hour emergency help through an alarm system. Sheltered housing can offer a range of services to help people live independently as much as possible. Sheltered housing schemes are often run by local councils. There is sometimes a waiting list for sheltered housing. Each scheme usually has between 20 and 40 self-contained flats or bungalows, but there will often be communal areas, such as the lounge, laundry room and garden. Many schemes run social events for residents. People can rent or buy sheltered housing. Some schemes are designed specifically for disabled people and may have specialised facilities and specially trained staff to provide support. If people need more support, extra-care sheltered housing may be available. This allows more independence than living in a care home, as residents would still live in a self-contained flat but would have their meals provided and may also receive personal care. The system of sheltered housing is closely related to de-institutionalization which is a process when people are released from institutional care (e.g. big care homes or psychiatric hospital) to care in separate houses or flats.

3.5 Use of English

Finish the sentences:

- If I were a single parent and lost my job, I would
- If I left a children's home when I was 18, I would
- If my partner destroyed all my belongings
- If I were 85 and my children lived in another country
- If my son had Down's syndrome and was 25

3.7 Use of English

Connect the phrases, phrasal verbs and collocations from the text above, explain them in English and find the equivalent in Czech:

a get back	1 violence	d to be	4 up	g grow	7 on their feet
b domestic	2 home	e elderly	5 in their shoes	h get	8 kitchen
c deal	3 upset	f soup	6 with problems		

Complete the sentences with the given phrases:

- 1 The local council provides more refuges for women escaping
- 2 He even ate at the to save money and time.
- 3 I am sorry for them. They have lost their home. I wouldn't like
- 4 For the last year Archie, under doctor's orders has been unable to work, but hopes within a few following operations.
- 5 I when he said to me 'Don't?'
- 6 I'll never be if I keep forgetting things.
- 7 This booklet gives you guidance on how in the workplace.
- 8 The 85-and-older population is expected to more than triple between 2008 and 2050 in the United States alone. This statistic proves the growing need for