



## INFO SHEET: 4 THE EMERGENCY PA

**The aim of this service is** to provide an emergency personal assistance service to all Personal Assistance Users in London. This service is a challenge to ILA and is dependent on the individual requirements of a PA User. However, ILA recognises the need for PA Users who directly employ their own PAs to have access to a range of PA services. One of the essential services to a PA User is access to PAs to provide cover in an emergency situation.

### **The Service:**

- A PA User **must** register with PA Services to use the service (this includes completing a registration form and providing a contract of employment and job description for PAs)
- In an emergency situation the PA User will contact PA Services who will dependent on the time constraints either:
  - send the application forms of the PAs available
  - provide the contact details of people available by email
- ILA will invoice £50 for this service
- The PA User is responsible for the casual employment of the PA

ILA does not guarantee that the organisation will be able to find a PA, but aims to have at least 2 people (1 male/1 female) available to provide emergency cover at any one time.