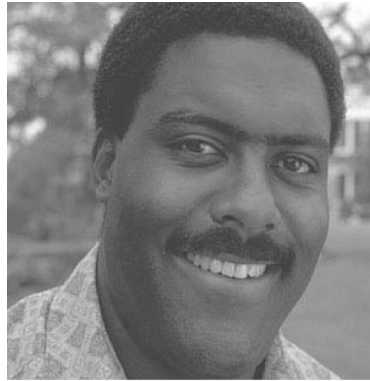


Revised Fundamentals of Caregiving



Learner's Guide

Second Edition
July 2005
2015 Revision



AL TSA Aging and Long-Term
Support Administration

Table of Contents

Revised Fundamentals of Caregiving

Module 1 - Course Introduction

	Page
Lesson 1	
Successfully Completing the Course	3
Ground Rules	6
Learning Styles	6

Module 2 - The Client and Client Rights

Lesson 1	
The Client	12
Lesson 2	
Client Rights	17
Freedom of choice	18
Confidentiality	19
A Client's Right to Make Health Care Decisions	19
Advance Directives	20
Long-Term Care Ombudsman Program	22
Abuse	23
Mandatory Reporting	27
Restraints	30
Effective Problem Solving	33
Module Review	35

Module 3 - The Caregiver

Lesson 1	
The Caregiver	39
Basic Job Responsibilities	39
Providing Personal Care	40
Respecting a Client's Privacy and Independence	43
Honoring Differences	45
Caregiver as Part of a Care Team	46
Documenting Observations	48
Reporting	49
Reporting Guidelines	50
Professional Conduct	50
Professional Boundaries	51
Caregiving as a Professional Job	52
Responding to Situations and Emergencies	54
Safety Habits that Prevent Accidents	54
Handling Emergencies	54
Module Review	56

Module 4 - Infection Control

Lesson 1	
Infections and How They Spread	60
Infection Control	62
Handwashing	62
Skill: Hand Washing	63
Wearing gloves	65
Skill: Putting On and Taking Off Gloves	66

Page

Cleaning and Disinfecting	68
Immunizations	68
Observing and Reporting if a Client has an Infection	69

Lesson 2

More About Blood Borne Pathogens	71
Standard Precautions	72
HIV/AIDS	75
Module Review	81

Module 5 – Mobility

Lesson 1

Body Mechanics	85
Mobility	85
Transfers	86
Skill: Transfer Client from Bed to Chair/Wheelchair	86
Helping a Client Walk	89
Skill: Helping a Client Walk	89
Falls	91
Fall Prevention	92
Module Review	94

Module 6 – Basic Communication

Lesson 1

Managing Your Communication	97
Body Language	97
Making Sure Your Message Has Been Understood	100
Active Listening	103
Barriers to Effective Communication	104
Managing Challenging Communication	106
Module Review	108

Module 7 – Skin and Body Care

Lesson 1

Skin Care	111
Promoting Healthy Skin Care	111
Pressure Ulcers	113
Changing a Client's Position	116
Skill: Turn and Reposition a Client in Bed	116

Lesson 2

Personal Hygiene	119
Skill: Mouth Care	119
Skill: Clean and Store Dentures	121
Skill: A Shave with Safety Razor	122
Skill: Fingernail Care	123
Skill: Foot Care	124
Skill: Bed Bath	126
Skill: Assisting a Client to Dress	127
Skill: Assist Client with Weak Arm to Dress	128
Skill: Put Knee-High Stocking on Client	129
Skill: Passive Range of Motion for One Shoulder	130
Skill: Passive Range of Motion for One Knee and Ankle	130
Module Review	131

Module 8 – Nutrition and Food Handling

Lesson 1

Nutrition Basics	135
The Food Pyramid	135
Four Basic Nutrition Guidelines	137
Fats	137
Salt	139
Empty Calories	140
Fiber	140
Meal Planning and Shopping	141
Food Labels	142
Poor Nutrition	143
Assisting a Client with Meals	144
Skill: Assisting a Client to Eat	145
Special Diets	146
Water, the Forgotten Nutrient	148
Dehydration	148

Lesson 2

Food-Borne Illness	150
Safe Food Handling Practices	151
Prepare Food Safely	151
Store Food Safely	153
Prevent Cross-Contamination	154
Clean and Disinfect Surfaces Food Touches	155
Module Review	157

Module 9 – The Process of Elimination

Lesson 1

Bowel and Bladder Function	161
Problems with Urinary Function	163
Problems with Bowel Function	165
Assisting with Toileting	168
Skill: Assist Client with Pericare	169
Skill: Assist Client with Use of Bedpan	170
Catheters	171
Skill: Catheter Care	173
Skill: Assist Client with Condom Catheter Care	174
Module Review	175

Module 10 – Medications and Other Treatments

Lesson 1

Self-Directed Care	179
Nurse Delegation	180

Lesson 2

Medication Assistance and Medication Administration	183
Five Rights	185
Skill: Medication Assistance	188
More on Medications	188
Module Review	191

Module 11 – Self Care and the Caregiver	Page
Lesson 1	
Self Care	195
Reduce Stress in Your Life	196
Taking Action to Reduce Stress	198
Setting Limits	199
Finding Positive Outlets for Your Emotions	200
Relaxation Techniques	202
Healthy Choices in Sleep, Physical Activity, and Diet	203
Lesson 2	
Loss and Grief	207
Module Review	211
Resource Directory	
Caregiver Training Requirements	212
AFH Provider & Resident Manager Training Requirements	213
BH Administrator or Designee Training Requirements	213
Recipe for Healthy Aging	214
Caregiver Roles in Different Care Settings	215
POLST Forms	216
DSHS Care Plan	218
Negotiated Client Care Plan Sample	236
Establishing a Working Relationship as a Paid Family Caregiver	237
Maintaining Positive Professional Relationships	239
Tips for Communicating Professionally with your Supervisor/Employer	240
Checklists for Home Safety	241
Home Safety for Clients who are Cognitively Impaired	244
Environment Hazards	245
Emergency Procedures and Evacuation Plans	246
Natural Disaster Preparedness Checklist	248
Fire Safety and Prevention	249
Home Fire Safety Checklist	251
Household Cleaning and Disinfecting	252
Hepatitis B Virus Vaccine Consent/Declination	256
Risk after Exposure	257
Follow-up and Reporting of Exposure	257
HIV and Employment Protection	259
Wheelchair Safety Tips	261
Hearing Loss	262
Tips on Handling Difficult Behaviors	264
Oral Health	267
Five A Day – Adding More Fruits and Vegetables into the Diet	268
Eating a Rainbow of Color	270
Clients who have difficulty with eating	271
Dysphagia	272
Tips for Getting a Good Night's Sleep	274
Stretching	275
Stretching Exercises	276
Encouraging a Client to be Physically Active	278

Glossary	Page 279
Common Diseases and Conditions	
Arthritis	296
Bipolar Disorder	298
Cancer	299
Cataract	300
Congestive Heart Failure (CHF)	301
Chronic Obstructive Pulmonary Disease (COPD)	302
Dementia	303
Depression	305
Developmental Disability	306
Diabetes	308
Glaucoma	310
Heart Attack (Myocardial Infarction, or MI)	311
Hepatitis A, B, C, D, and E	312
High Blood Pressure (Hypertension or "HTN")	314
Multiple Sclerosis	315
Osteoporosis	317
Parkinson's disease	318
Pneumonia	319
Schizophrenia	320
Stroke, Cerebrovascular Accident (CVA), or Brain Attack	321
Traumatic Brain Injury (TBI)	323
Tuberculosis (TB)	325
Skill Checklists	
Hand Washing	326
Putting On and Taking Off Gloves	327
Helping a Client Walk	328
Transfer Client from Bed to Chair/Wheelchair	329
Turn and Reposition a Client in Bed	330
Mouth Care	331
Clean and Store Dentures	332
A Shave with Safety Razor	333
Fingernail Care	334
Foot Care	335
Bed Bath	336
Assist Client with Weak Arm to Dress	337
Put Knee-High Stocking on Client	338
Passive Range of Motion for One Shoulder	339
Passive Range of Motion for One Knee and Ankle	340
Assisting a Client to Eat	341
Assist Client with Pericare	342
Assist Client with Use of Bedpan	343
Catheter Care	344
Assist Client with Condom Catheter Care	345
Medication Assistance	346

Module 1

Course Introduction

Lesson 1

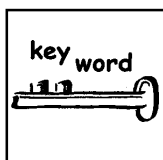
Introduction

Personal Care Skills Covered

None



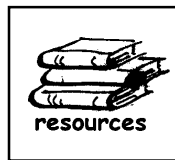
Icons to help guide you



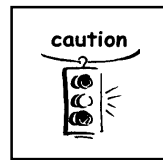
A word to remember



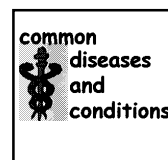
Something to report



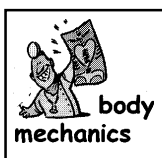
See the Resource Directory



Beware or be careful



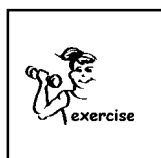
See the Common Diseases section



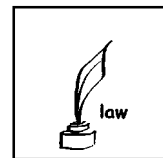
Use proper body mechanics



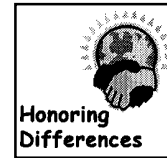
Observe skin



Classroom exercise



Something in the law



Be alert and respectful

Module 1

Introduction

Successfully
Completing
the Course



What you will learn in this lesson:

1. What this course covers.
2. How to successfully complete this course.
3. Ground rules for the course.
4. Learning styles.

key word



Learning styles

Definition

The way a person uses his/her physical senses to learn



Welcome!

Welcome to the Revised Fundamentals of Caregiving class. This course is a very practical and basic class in caregiving.

You are an important part of this class. We want you to leave the class confident of your knowledge and skills to provide quality care.

You need to be fully committed to the class. This lesson will give you the vision and tools for successfully completing the course.



Directions: Use the questions below to interview the student sitting next to you. Make sure this is someone you do **not** know. You will each be given one minute to interview the other person. After both interviews are completed, you will introduce your neighbor to the class.

1. What is your name? _____
2. What is your favorite color? _____
3. What languages do you speak? _____
4. What is your favorite activity or hobby? _____
5. Where do you work as caregiver? _____

Learner's Guide

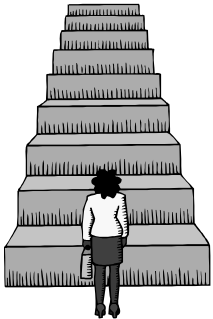
Your Learner's Guide is your workbook for the entire course. Make sure to:

- bring it everyday;
- write notes in it to help you remember important items;
- use it to follow along with the instructor during class.

There are three other sections in the back of your Learner's Guide: the Resource Directory; Glossary; and Common Diseases and Conditions.

The Resource Directory includes reference information and resources that will be useful to you in the class and in the future. The Glossary includes definitions of words that may be new to you. The Common Diseases and Conditions section includes diseases and conditions commonly seen with many clients.

Successfully Completing the Course



How the class is taught

Students are very involved during the entire training. You will actively take part in and practice what you are learning. This will be accomplished through:

- class and small group discussions;
- short instructor lectures;
- study teams;
- personal care skills practice in skill stations;
- module reviews and module scenarios.

Learning Goals

There are **5 major learning goals** in this course. By the end of the course, you will be able to:

- 1.** Understand what is required and expected of you in your job.
- 2.** Know how and why it is important to protect a client's rights.
- 3.** Use good communication and problem solving skills with a client, family members, and other care team members.
- 4.** Protect the health and physical safety of a client and yourself.
- 5.** Correctly provide personal care and other authorized tasks while:
 - understanding how a client wants things done and doing tasks that way;
 - honoring a client's privacy, dignity, and differences;
 - encouraging a client to do as much as he/she can.

Successfully completing the course

To successfully complete this course, you are required to attend all classes and pass a written test and skill demonstration test.

Written test

The written test will help you and the instructor know whether you have learned the key points in the course. By following the tips for successfully completing this course (see next page) and completing the Module Reviews, you should be prepared to pass the written test.

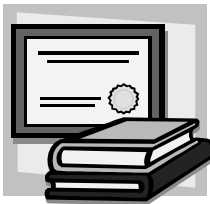
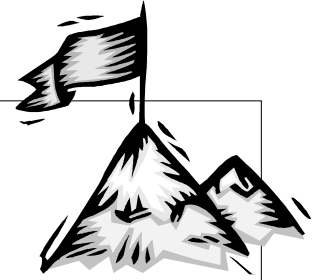
Skill demonstrations

Skill demonstrations will help you and the instructor know whether you can do the personal care tasks and other important caregiving skills taught during the class. You will be given plenty of time in class to practice these skills.

8

tips for successfully completing this course

1. Be rested and ready to learn.
2. Keep outside demands/distractions out of the classroom.
3. Ask questions if you don't understand something.
4. Be on time and attend every class.
5. Listen and take notes during lectures and skill demonstrations.
6. Watch demonstrations carefully and use practice time wisely.
7. Take an active role in study teams and discussions.
8. Be committed to getting the most out of the class.



Training certificate

A Revised Fundamentals of Caregiving Training Certificate will be given to all students who pass the written test and skill demonstration test for this course.

Keep your Revised Fundamentals of Caregiving Training Certificate with other important records. **You will need it if you change jobs. It proves that you successfully completed the class.**

Additional training requirements

Completing this course is only one of your caregiver training requirements. You must attend at least **ten (10) hours of approved continuing education each year**. This requirement begins the next calendar year after the year you complete Revised Fundamentals of Caregiving.

Continuing education is caregiver related training designed to keep your skills and knowledge current. Continuing education must be on a topic relevant to the care needs of the client and the care setting. Topics may include, but are not limited to, client rights, personal care, mental illness, dementia, developmental disabilities, depression, medication assistance, communication skills, or medical conditions.

Proof of completion of these continuing education hours is required.

See pages 212-213 in the Resource Directory for a summary of training requirements.

You have **120 days** from the time you start your job to complete this training.



Ground Rules

- **If you can't make a class**
- You will be expected to attend every class. If an emergency comes up, speak with your instructor at a break or lunch.
-
- **If extra support is needed**
- If you need help with writing, reading, understanding English, **or have any other problems**, let the instructor know at the first break.
-
- **Presenting yourself for class**
- Dress as you would for your job.
-

Learning Styles



- Each one of us has a way of learning that feels more natural and easy.
- Identifying your own natural **learning style** helps you understand how to get information in ways that work best for you.
-



To help determine your learning style, in the shaded, boxed column, put:
"O" next to the statement if it is **Often** true for you;
"S" next to the statement if it is **Sometimes** true for you; or
"R" next to the statement if it is **Rarely** true for you.

_____	_____	Written directions are easier for me to follow than someone explaining something to me.
_____	_____	I like to write things down or take notes to look at later.
_____	_____	I can easily understand and follow directions on maps.
_____	_____	I can understand a news article better if I read it rather than hear it on the TV or radio.
_____	_____	
_____	_____	I can remember more about a subject if I hear it rather than read it.
_____	_____	I usually need someone to explain graphs, diagrams, or visual directions to me.
_____	_____	I can follow verbal directions better than written ones.
_____	_____	I can spell better by repeating the letters out loud rather than by writing the word down.
_____	_____	
_____	_____	I learn best if I am allowed to try something new.
_____	_____	I enjoy working with my hands.
_____	_____	I can remember best by writing things down several times.
_____	_____	I use a lot of gestures when I talk and am well coordinated.
_____	_____	

The three primary learning styles use the senses of sight, hearing, and touch.

People who learn best by **sight**:

- learn best when they can “see” what has to be done or understood.
- remember what they have seen easier than what they hear;
- remember people’s faces better than their names.



Helpful hints

- A visual picture of what needs to be done is helpful to you. Ask the person to “show” you rather than tell you.
- Take notes so that you have something to “look at” later.
- Picture in your head what it is you want to remember.
- If you have to read something, use colorful highlighters or underline important points. Then, go back and review what you have highlighted to reinforce learning.

Although you may have one main learning style, you also learn in other ways.



People who learn best by **hearing**:

- learn best by listening and asking questions;
- like to hear verbal instructions;
- are great listeners;
- will remember what someone said to them easier than the person’s name or face;
- enjoys talking but often needs quiet in order to concentrate.

Helpful hints

- Ask others to “tell” you the important things you need to know.
- If you receive written instructions, say them out loud to yourself.
- Talk things out with others.
- If you have to learn from a book or article, underline the important points and then go back and read them out loud.

People who learn by **touch**:

- learn best when they are able to **do** what has to be done or understood;
- may ignore the written directions when learning a procedure and just try to figure it out;
- remember people by what they did.

Ask for
information in ways
that work best for
you.

Helpful hints

- When given verbal or written instructions, you may not feel comfortable until you have a chance to actually “do it”.
- Make sure to take the time and understand ALL the important steps and pieces to what you are learning.
- Use your finger or a bookmark to follow along while reading.
- Move around as much as possible when learning or thinking about new things.

Smell and taste

The **senses of smell or taste** are not often the primary way in which people learn. The sense of smell is one of the oldest and most primitive of the senses and often is a strong trigger for memory - not learning. The sense of taste often triggers an emotional reaction.

Working with other people

If you find you are confusing or frustrating to someone else, often the other person’s learning style is different than yours. Change what you are doing or saying to better match how **the other person** learns and understands!

If you find yourself confused or frustrated, ask for the information in a way that works best for you.

Module 2

The Client and Client Rights

Lesson 1

The Client

Lesson 2

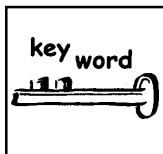
Client Rights

Personal Care Skills Covered

None



Icons to help guide you



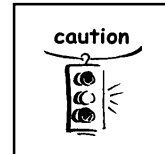
A word to remember



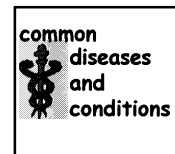
Something to report



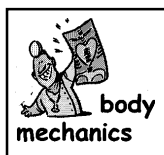
See the Resource Directory



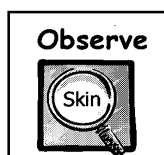
Beware or be careful



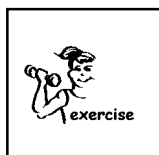
See the Common Diseases section



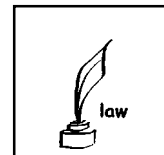
Use proper body mechanics



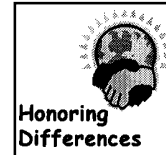
Observe skin



Classroom exercise



Something in the law



Be alert and respectful

Module 2

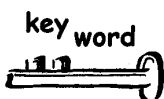
Lesson 1 - The Client



The Client

What you will learn in this lesson:

1. General overview of clients.
2. How a client gets a care plan and services.
3. The types of personal care services a client may receive.
4. Working with a client as an individual.
5. Common changes associated with aging.
6. Importance of honoring differences in caregiving.



Definition

Adult family home	Residential, neighborhood home licensed to care for 2-6 people
Assessment	Gathering information to determine what help a client needs
Boarding home	Larger, residential facility licensed to care for 7 or more people
Care plan	A written plan that outlines everything the care team is to do to support a client
Care setting	Where a client lives (adult family home, boarding home, or in-home)
Care team	Everyone who provides care and services for a client, including professionals, relatives, and the person receiving care
Developmental Disability	A condition beginning before the age of 18, that is expected to last a person's lifetime and substantially limits him/her in some of these areas: self-care; communication; learning; mobility; self-direction (e.g. mental retardation, cerebral palsy, and autism)
DSHS plan of care	A plan of care (care plan) written by a DSHS representative for a DSHS client.
Personal care services	Tasks done to help a client with his/her activities of daily living

The Client



See the Common Diseases and Conditions section on page 306 for more information about clients living with a developmental disability.



The person you provide care for may be called a client, care recipient, consumer, employer, or resident. In this course, we have used client to represent any of these.

A client is 18 years old or older and needs help because of an injury, disease, a chronic condition, or **developmental disability**. In 2004, 35,000 adults received help through the Department of Social and Health Services (DSHS) to pay for long-term care services. Of these adults:

- 61% were women;
- 11% were men and women with a developmental disability;
- 33% were between the ages of 18-59 and 63% were 60 or older;
- 84% were white, and the other 16% including African American, American Indian, Korean, Vietnamese, Filipino (and many others);
- 85% of clients spoke English, with other languages spoken including Russian, Spanish, Vietnamese and Korean (and many others).



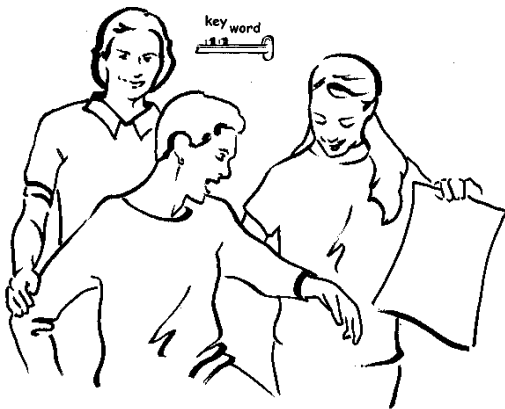
Where a client lives

A client wants to live in a **care setting** that offers him/her as much independence as possible. The three care settings where a client may live, include:

- an **adult family home**;
- a **boarding home**; or
- the client's own home or apartment.



In 2004, 67% of the people receiving services lived in their own homes, 18% lived in an adult family home or boarding home, and 15% in nursing homes.



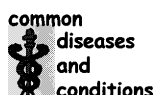
A client's care team

The **care team** includes the client and everyone involved in his/her care. The care team can include family, friends, doctors, nurses, caregivers, social workers, and case managers. The role of the care team is to support the well-being of the client.

A client's disease or condition

The most common diseases or conditions DSHS clients have include:

- heart disease;
- dementia;
- arthritis;
- diabetes;
- stroke;
- neurological problems;
- mental illness; or
- a respiratory condition.



These and other common diseases and conditions and their possible impact on a client will be discussed throughout the rest of the class. See the Common Diseases and Conditions section starting on page 296 for more information.

Module 2 - Lesson 1

The Client

Page 12

Aging and health

As a caregiver, you need to be aware of common changes associated with aging so you can:

- encourage a client to get medical treatment when necessary;
- know when to report an issue or concern;
- become more aware of your own beliefs about aging/disability and how they can impact the care you provide.

Everyone experiences some changes in their body as they age. Many of the body's functions go through a common and normal process of change. Aging is not a disease. There is a difference between getting older and being sick.

People age at different rates and in different ways. Genes, life-style, nutrition, stress, exercise, mental outlook, and disease can all affect the rate of aging. Adapting to the changes associated with aging allows most older adults to live full and independent lives in their older years. See page 214 in the Resource Directory for more information on healthy aging.



Common Changes Associated With Aging

Eyesight - loss of peripheral (side) vision and decreased ability to judge depth. Decreased clarity of colors (for example, pastels and blues). Need for more light. Glare is harder to tolerate.

Hearing - loss of hearing, especially high pitched sounds. Decreased ability to distinguish sounds when there is background noise and words get harder to separate.

Smell and taste - decreased ability to smell and taste.

Touch and Smell - decreased sensitivity to pain, touch, temperature extremes.

Kidneys and Bladder - increased frequency in urination. Both shrink and become less efficient.

Bones - somewhere around age 35, bones lose minerals faster than they are replaced. Height may decrease, bones may weaken with an increased risk of fracture, posture may get worse.

Heart - thickens with age. Pumps less efficiently.

Lungs - somewhere around age 20, lung tissue begins to lose its elasticity, and rib cage muscles begin to shrink. Breathing gets less deep and ability to cough is decreased.

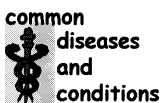
Muscles - muscle mass declines, especially with lack of exercise.

Skin - skin is thinner and gets more dry and wrinkled. It heals more slowly.

Nails - grow more slowly and get thicker.

Digestion - some vitamins are absorbed more slowly, digestive system slows down. Constipation may be more of a problem.

Nervous system - reflexes get slower, less steady on feet, and falling may become a problem. Sleep gets lighter and may wake up more at night.



Memory and aging

Forgetfulness can be part of aging. Usually beginning in early middle age, most people have some experience forgetting names, appointments, or things like where they left their keys.

Memory loss is **not** a normal part of the aging process and is different from being forgetful. Memory loss can include:

- not being able to remember important events (e.g. family weddings, familiar people, or places);
- forgetting how to do familiar tasks (e.g. opening a door with a key);
- repeating phrases or stories in the same conversation;
- difficulty making choices.

Memory loss is linked to certain diseases and can be permanent such as with Alzheimer's disease. Memory loss can also be temporary and caused by illnesses, reactions to medications, depression, and/or stress. In these cases, memory loss can be treated and reversed.

See the Common Diseases and Conditions section page 303 for more information on reversible and irreversible dementia.

Myths regarding aging

Myths are commonly believed but false ideas. Although by definition myths are untrue, they can still influence our attitudes and behavior. Many myths surround older people and the aging process (e.g. all older people get sick, are lonely/sad, senile, unproductive, or end up in nursing homes).

These myths become harmful if they stop people from getting the help and/or support needed to adjust to the physical changes associated with aging. This can happen when people do not understand what is normal and treatable or, based on false myths, assume nothing can be done.

As a caregiver, be alert to possible situations that need to be evaluated and addressed by a client's health care provider. Encourage a client to seek professional medical advice when needed. Document and report any concerns you may have about a client to the appropriate person in your care setting.

It is also important to take a closer look at any myths **you** may believe about older people or someone living with a disability. Unquestioned beliefs can impact the way you talk, look at, and/or do things for a client.



How a DSHS client gets services

When a person needs assistance or care, a case manager gathers information from the client, other care team members, and medical records to complete an **assessment**. The client and case manager work together to decide what **personal care services** will help the client to live as independently as possible.



The case manager assesses for each task:

- how much a client can do on his/her own;
- the level of support needed from others to complete the task;
- who will do the task;
- how the client wants to have the task done.



This assessment is completed using an interactive, computerized Comprehensive Assessment Reporting and Evaluation (CARE) tool. Using the collected information, a plan of care or **DSHS care plan** is generated.



What a client's plan of care is called can be different in each care setting. In this course, we have used care plan to represent anything that documents a client's plan of care. When specific reference needs to be made to the plan of care completed by a DSHS representative, it is referred to as the DSHS care plan.

Case managers or social workers work for either the Area Agencies on Aging (AAA), Home and Community Services (HCS), or the Division of Developmental Disabilities (DDD).

Once the DSHS care plan has been completed, the case manager arranges for the needed services and authorizes payment for paid care providers.

The case manager is responsible for keeping the client's DSHS care plan up to date. He/she makes changes to the DSHS care plan if a client's needs change and services need to be added or are no longer needed.

Care plans for clients not receiving state-funded services

Caregivers working in a boarding home or adult family home may also be providing care for clients who do not receive state-funded services. Although an assessment is still required for that client, there will be no DSHS care plan or DSHS case manager involvement. The type of care plan available and what a caregiver will see and use depends on the boarding home or adult family home. Talk with your supervisor if you have any questions.

See pages 40-43 for more information on how to use a care plan in your job as a caregiver.

Module 2

Lesson 2 -Client Rights



Client Rights

Abuse and
Mandatory Reporting

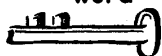
Restraints

Problem Solving

What you will learn in this lesson:

1. Basic state and federal client rights laws.
2. Advance Directives.
3. The Long-Term Care Ombudsman Program.
4. Adult abuse, abandonment, neglect, and financial exploitation.
5. Your responsibility as a mandatory reporter.
6. Understanding the types and risks of restraints and safer alternatives.
7. Problem solving and its importance in caregiving.

key word



Definition

Abandonment	Leaving or deserting a person without a way or ability to care for themselves
Abuse	A willful action or inaction that leads to harm
Confidential	Not revealing any personal information
Grievance	A formal complaint
Incapacitated	Unable to act, respond (e.g. a person unable to make decisions about his/her care)
Mandatory reporter	A person required by law to report suspected abuse, neglect, or financial exploitation of a vulnerable adult
Ombudsman	A person who advocates for the rights of clients in long-term care facilities

A client does not give up his/her basic human rights when they start receiving services or move to a community care setting.

To safeguard these basic freedoms, federal and state “client rights” laws have been established to help make sure a client maintains independence, self-respect, and dignity.

In-home client rights

Federal and state laws give the client the right to:

- be told before services begin that these rights exist and what they are;
- take part in choosing, planning, and changing any services he/she receives;
- voice a ***grievance*** about services or lack of services without fear of punishment;
- have his/her clinical and personal records kept confidential;
- have his/her property treated with respect;
- interpreter/translation services at no cost and without significant delay;
- live free from abuse and physical or chemical restraints;
- an administrative hearing when he/she does not agree with a decision regarding benefits (DSHS clients only).

In addition, clients living in a community care setting, also have the right to:

- choose his/her activities, schedules, health care, clothing, and hairstyle.
- interact with people both inside and outside the facility including family, friends, his/her doctor or other health care providers, or an Ombudsman;
- refuse treatment, medications, or services;
- manage his/her financial affairs;
- send and receive unopened mail;
- access to a telephone and privacy while using it;
- privacy, including within his/her room and during personal care;
- have his/her own personal property (as space permits and where it does not violate the rights, health, or safety of other clients);
- be able to stay at the facility and not be transferred or discharged (unless certain conditions are met);
- examine the most recent survey or inspection reports, including any plans of correction.

Client Rights



Freedom of choice

Freedom of choice is important to most clients. The loss of home, housework, job, strength, and/or health can limit a client's sense of freedom and independence.

Protect and safeguard a client's freedom to choose what and how he/she wants things done. A client's well-being depends on continuing to make decisions about his/her own daily routines.

The client will have a life long routine for how he/she likes personal care tasks done. Ask about and respect the client's choices. Unless the client asks you to do something inappropriate or unsafe, his/her wishes should be followed.

The client is the person to decide and choose:

- when and how services are delivered;
- when and what to eat;
- when to go to bed and when to get up;
- what clothing to wear and hairstyle (even if it isn't what you would choose);
- how to spend his/her leisure time.



Balancing a Client's Right of Choice and Safety

As a caregiver, you cannot follow your client's choices at all costs. If a client's choice places his/her safety or well-being at risk or somehow could cause harm to others, use the following guidelines.



1. **Explain** to the client why you are concerned.
2. **Offer safe alternatives** that could meet what the client wants and allows the choice to remain his/hers.
3. **Report** your concerns to the appropriate person in your care setting, if you can't negotiate a safe solution.
4. **Document** your concerns, what you did, and who you reported it to.



If you are concerned that a client's actions put him/her in immediate danger to themselves or others, call 911.

As a caregiver, you come to know very private and **confidential** information about your client.

A client has a legal right to expect that his/her medical, financial, personal matters, and records will be kept private and confidential - unless the information is needed by another care team member. Your professional relationship with a client is based on this right to confidentiality.

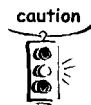


Confidentiality



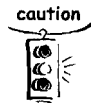
All care team members are bound by confidentiality laws and professional ethics. When there is a need to share confidential information with other care team members, make sure you:

- share only what is needed and in the best interest of the client;
- do not gossip;
- do not have the discussion in a public area where others may overhear.



You may not share confidential information with others outside of the care team without written permission from your client.

If you are asked to share confidential information by someone outside of the care team, tell the person it would be best if he/she asked the client directly. If the person keeps on, explain you cannot talk about the client's private affairs.



Do not talk about a client outside of work - even if you don't use a client's name. Even in casual conversations a client's privacy can be jeopardized.

In Washington State, all adults have a right to make their own decisions about medical care. The following is a summary of the types of decisions a client can make.

Informed consent

Health care providers are required to give the client enough information to make an informed decision about health care treatments, including:

- the nature of the treatment;
- reasonable alternatives;
- the relevant risks, benefits, and uncertainties related to each alternative.

Your client has a legal right to their medical, financial, personal matters, and records being kept private.

A Client's Right to Make Health Care Decisions

Advance Directives



The right to refuse treatment

A client has a legal right to refuse treatment, medications, or services. As a caregiver, you (or other care team members) cannot force a client to do anything – even if you think it is in his/her best interest.

If you are concerned that a client's refusal of treatment, medications, or services is putting him/her in jeopardy, use the steps found on page 18 for balancing a client's right of choice and safety (explain your concerns, offer safe alternatives, report, and document).

For more information about a client refusing to take medication, see page 190.

Who else can make decisions for a client

There are things a client can do "in advance" to legally make sure others know his/her wishes regarding health care (both physical and/or mental) if he/she becomes unable to make these decisions.

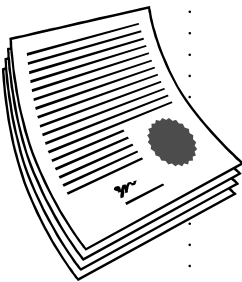


Advance directives:

- help make sure a client's wishes are known and followed;
- take effect when the client loses his/her ability to make decisions or authorizes another person to make decisions;
- can only be made and cancelled by the client.

There are several types of advance directives in Washington State, including:

- Living Wills or Health Care Directives;
- Durable Power of Attorney for Health Care and Power of Attorney;
- Do Not Resuscitate (DNR) or Code/No Code Determination;
- Anatomical gift.



Living Wills

A Living Will is a legal document that outlines a client's desire to receive or withhold life sustaining procedures if he/she is unable to make his/her own decision. Living Wills are written specifically for doctors and other health care professionals where a doctor provides oversight of a client's care.

Durable Power of Attorney for Health Care

A Durable Power of Attorney for Health Care identifies another person (usually a family member or close friend) to make medical decisions for another person. It may include specific treatment instructions the person would want or not want. Depending on how it is written, a Durable Power of Attorney may be active while the person is able to make his/her own decisions or become active (or remain in place) when the person loses the ability to make his/her own health care decisions.

Power of Attorney (POA)

A client may legally identify another person to act on his/her behalf at their direction via a POA. Unlike the Durable Power of Attorney for Health Care already discussed, the POA is no longer active when the client becomes incapacitated.

Do Not Resuscitate (DNR) or Physician Orders for Life-Sustaining Treatment (POLST)

A DNR is a request not to have cardiopulmonary resuscitation (CPR) if a client's heart stops or if he/she stops breathing.

Washington State is implementing the use of the new POLST form to communicate a person's wishes regarding life-sustaining treatment identified in any advanced directives. See the Resource Directory page 216 for a sample of the form. Previously completed and signed EMS-No CPR forms will continue to be honored.

Emergency personnel and advance directives

In an emergency, you need to know if a client has advance directives and where they are located.

If you are an Individual Provider (IP), **you must call 911* even if you know a client has a Living Will, DNR/No Code, or POLST form** that states they don't want life-sustaining treatment. Make sure you know where a client's advance directives are so you can give them to the Emergency Medical Technicians (EMTs) when they arrive. It must be the original - not a copy.

* If a client is receiving hospice services, the hospice plan of care should include who to call in an emergency. It may or may not be 911. This is something to know about and plan for in advance. See page 210 for more information about working with hospice.

If you work in an adult family home or boarding home, there may be another person at your facility designated and specially trained to handle medical emergencies. Find out what policies you are to follow where you work.



Legally incapacitated

A person may be or become **incapacitated** and not have the ability to make health care decisions. This can be the result of an accident, illness, or disability.

If a person is incapacitated, a family member (or a friend, care facility, or case manager) may petition the court to appoint a legal guardian for him/her. After a detailed process and review, the judge signs papers appointing a guardian. Guardians are charged to act on the person's behalf (follow client's wishes for care) and make decisions that reflect the values and needs of the person.



Long-Term Care Ombudsman Program



A guardian may also be appointed to oversee other things besides health care decisions including managing the property, income, and finances of the client. If your client has a guardian, you may need to know how and when to contact him/her. This will depend on the type of guardianship and care setting where you work.

The purpose of the Washington State Long-Term Care Ombudsman Program is to protect the client and promote quality of life for people living in licensed, long-term care facilities.



An **ombudsman**:

1. Advocates for the rights of clients in long-term care facilities.
2. Works with clients, families, and facility staff to meet the needs and concerns of the people living there.
3. Provides a way to get complaints and concerns heard and resolved.
4. Monitors laws, regulations, and policies that affect clients.
5. Provides public education to promote a better understanding about the use of long-term care facilities.

The following people can use the Ombudsman Program:

- clients in an adult family home, boarding home, or nursing home;
- relatives and friends of the client;
- administrators and staff of an adult family home, boarding home, or nursing home;
- any group or individual with concerns about client welfare at an adult family home, boarding home, or nursing home.

For more information or to find your local Ombudsman office, visit www.ltcop.org or call 1-800-562-6028.

Washington Protection and Advocacy System (WPAS)

WPAS is a federally-funded program mandated to protect the rights of people with disabilities. The WPAS mission is to advance the dignity, equality, and self-determination of people with disabilities. They provide free advocacy services to people with disabilities, including:

- disability rights information and referrals;
- problem solving strategies for disability issues;
- community education and training;
- legal services for disability discrimination or violation of rights.

Contact WPAS at 1-800-562-2702 or visit www.wpas-rights.org.

All people share a responsibility to keep vulnerable adults safe from harm. Intentionally harming a vulnerable adult - or causing a vulnerable adult to be afraid of being harmed - is considered **abuse**.

By Washington State Law, a vulnerable adult is a person:

- 60 or older who is not able to care for him/herself because of a functional, mental, or physical disability; or
- 18 or older who:
 - lives in an adult family home, boarding home, or nursing home; or
 - receives personal care services in their own home; or
 - has a developmental disability; or
 - self directs a personal aide to provide care; or
 - is incapacitated.

There is no single pattern for what causes abuse or who may be harmed. Abuse happens to men and women from all ethnic backgrounds and social positions. What is known includes:

- the abuser is often (though not always) a family member or spouse;
- abuse takes place both in private homes and community care settings;
- vulnerable adults who are frail, ill, disabled, or mentally impaired can be at higher risk.

Families and abuse of a vulnerable adult

Family situations that can contribute to abuse are:

- a history of violence within the family;
- social isolation of the vulnerable adult;
- changes in living situations and relationships;
- a vulnerable adult's growing or continued frailty and/or dependence;
- additional emotional and financial stresses;
- emotional or psychological problems;
- drug or alcohol problems.

Possible signs of abuse

As a caregiver, it is essential that you know and look for possible signs of abuse. It can be one sign or a combination of signs that makes you suspect something is wrong. Use your observation skills and stay alert to what you see and hear.

Watch and/or listen for:

- any sign of a problem;
- what the client is telling you;
- a nagging feeling that something isn't right;
- things that do not have an explainable cause;
- explanations for injuries or behavior that don't seem to make sense.

Abuse



Any adult receiving services is considered a vulnerable adult.



Abuse, like any form of violence, is never an acceptable response to any problem.

Different forms of abuse

There are different forms of abuse, including:

Physical abuse -- intentionally causing pain, suffering, and/or injury to a vulnerable adult.

Sexual abuse -- **any** unwanted sexual contact.

Mental abuse -- intentionally causing mental or emotional pain or distress to another person.

Neglect -- when a person who has responsibility for providing care to a vulnerable adult refuses or fails to provide important basic life necessities or fails to take action to prevent harm or pain to a vulnerable adult.

Financial exploitation -- improperly and/or illegally using or stealing a vulnerable adult's things, property, or money.

Abandonment -- when a person who has responsibility for providing care to a vulnerable adult deserts or leaves him/her without basic life necessities.

Physical Abuse

Examples include slapping, pinching, choking, kicking, shoving, giving medications inappropriately, or using physical restraints.

Signs of



- bruises, black eyes, welts, cuts
- broken or fractured bones
- untreated injuries in various stages of healing
- unexplained injuries
- broken eyeglasses/frames
- sudden change in behavior or unexplained withdrawal from normal activity
- signs of being restrained (bruising or unexplained marks on wrists, rope burn)
- vulnerable adult downplays injuries
- vulnerable adult is reluctant to go to a doctor or changes doctors often
- vulnerable adult reports being harmed

Sexual Abuse

Examples include unwanted touching, rape, sodomy, forced nudity, taking sexually explicit pictures, or sexual harassment.

Signs of



- bruises around the breasts or genital area
- genital infections, vaginal or anal bleeding
- difficulty walking or sitting
- torn, stained, or bloody underclothing
- vulnerable adult refuses to bathe
- vulnerable adult reports being sexually abused

Mental Abuse

Examples include intimidation or threats, ridiculing, harassment, yelling, belittling, swearing, anger, or isolating a vulnerable adult from family, friends, or regular activities.

Signs of



- being emotionally upset, agitated, or anxious
- unusual behaviors (sucking, biting, rocking)
- being extremely withdrawn or fearful
- nervousness around certain people
- depression or nightmares
- vulnerable adult reports being mentally abused

Neglect

Examples include not providing basic items such as food, water, clothing, a safe place to live, medicine, or health care, etc.

Signs of



- untreated injuries, health, or dental problems
- vulnerable adult does not have the right type of clothing for the season
- lack of food
- hazardous, unsanitary, or unsafe living conditions (i.e. no heat, no running water)
- animal or insect infestation
- empty or unmarked medicine bottles or outdated prescriptions
- loss of eyeglasses, dentures, or other assistive devices
- untreated pressure sores
- soiled clothing or bed
- vulnerable adult is dirty or smells of urine or feces
- vulnerable adult reports neglect

Financial Exploitation

Examples include illegally withdrawing money out of another person's account, forging checks, or stealing things out of the house.

Signs of



- putting additional names on bank signature card
- unauthorized ATM withdrawals
- missing checks
- sudden changes of a will or other financial documents
- using or taking a vulnerable adult's property or possessions without permission
- unpaid bills
- telemarketing scams - where trickery, scare tactics, or exaggerated claims are used to get a vulnerable adult to send money
- unexplained transfer of assets to others (e.g. stocks, bonds, deeds, titles)
- sudden appearance of previously uninvolved relatives claiming money and/or possessions
- vulnerable adult reports exploitation

Abandonment

Examples include deserting a vulnerable adult in a public place, leaving a vulnerable adult at home without the means of getting basic life necessities, or a caregiver working in a client's home who quits without notice.

Signs of

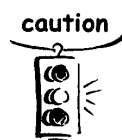


- vulnerable adult is left in a public place without the means to care for his/her self
- vulnerable adult is left alone at home and not able to care for his/her self safely
- caregiver does not show up to provide needed care resulting in an unsafe situation for the vulnerable adult
- caregiver quits without notifying case manager, supervisor, the vulnerable adult, or the vulnerable adult's contact
- vulnerable adult reports abandonment

Caregivers are among the people that Washington State Law (RCW 74.34) lists as **mandatory reporters** of suspected abuse. The list includes:

- health care professionals and other professional groups;
- individual providers;
- employees of:
 - ♦ boarding homes;
 - ♦ adult family homes;
 - ♦ nursing homes;
 - ♦ home care agencies.

As a caregiver, by law **you are required to report immediately to DSHS if you have reason to believe** a vulnerable adult is being harmed. Your responsibilities as a mandatory reporter continue whether you are at work or not (24-hours a day, 7 days/week) and include **any** vulnerable adult - not just your client(s).



If you suspect physical or sexual assault, you are also required to report it to law enforcement. If you think a vulnerable adult may be in danger or needs urgent help, **call 911. Then report it to DSHS.**

It is critical that caregivers take their role as mandatory reporters seriously. For every case of abuse reported, national statistics point to as many as four cases that go unreported. This means the majority of vulnerable adults being harmed continue to suffer - often without any way of getting help.

You can't let anything stop you from reporting. If you do, you are breaking the law and could be risking someone's life or continued suffering if he/she is being harmed.

Calling in a report

- You do **not need anyone else's permission** to report (including the client and/or your supervisor).
- You **do not need proof to make a report.**
- If you report in good faith and it turns out there was no abuse, you cannot be blamed or get in trouble.
- Your name will be kept confidential (unless there is a legal proceeding, you give permission to release your name, or where the law requires the release of your name to law enforcement or a licensing agency).
- Your name will not be given out to the client.



Mandatory Reporting



If you suspect abuse - report it.

Two divisions within DSHS are responsible for taking reports of suspected abuse of vulnerable adults, Adult Protective Services (APS) and the Complaint Resolution Unit (CRU).

Call Adult Protective Services (APS) if:

- you have reason to believe a vulnerable adult **living in his/her own home** is being abused.

Call the Complaint Resolution Unit (CRU) if:

- you have reason to believe the vulnerable adult **living in an adult family home, boarding home (including assisted living), or nursing home** is being abused.

APS NUMBERS

ADULT PROTECTIVE SERVICES (APS) NUMBERS

Region 1

1-800-459-0421

Spokane, Grant, Okanogan, Adams, Chelan, Douglas, Lincoln, Ferry, Stevens, Whitman, and Pend Oreille

Region 2

1-877-389-3013

Yakima, Kittitas, Benton, Franklin, Walla Walla, Columbia, Garfield, and Asotin

Region 3

1-800-487-0416

Snohomish, Skagit, Island, San Juan, and Whatcom

Region 4

206-341-7660

King

Region 5

253-476-7212

Pierce

360-473-2192

Kitsap

Region 6

1-877-734-6277

Thurston, Mason, Lewis, Clallam, Jefferson, Grays Harbor, Pacific, Wahkiakum, Cowlitz, Skamania, Klickitat, and Clark

CRU NUMBER

**COMPLAINT RESOLUTION UNIT (CRU) NUMBER
STATEWIDE**

1-800-562-6078

When you report, you will be asked to tell what you know about:

- the name, address, and age of the person you suspect is being harmed;
- what you think is happening, when it started, and if it continues to be a problem;
- who you think is doing the harm;
- the names of anyone else who may have some information about the situation;
- your name, address, and the best time to reach you, so you can be contacted for any questions.

Any form of abuse is a clear sign that the people involved need help immediately.

Self neglect

A client may refuse or fail to adequately care for his/her own health, well-being, or safety. This is called self-neglect. Self-neglect is often due to a vulnerable adult's declining physical or mental health, isolation, depression, some type of dementia, or drug or alcohol dependency.

Although caregivers are not mandatory reporters of self-neglect, it is encouraged that you:

- be aware and stay alert for signs of it;
- keep the appropriate people in your care setting informed of your concerns;
- call in a report if you suspect a vulnerable adult is self neglecting.

Signs of



Self-neglect

- not enough food or water;
- hazardous, unsafe, or unsanitary living conditions;
- inappropriate and/or inadequate clothing;
- inadequate medical care, not taking prescribed medications properly.

Helping a self-neglecting adult

If appropriate, help the vulnerable adult to:

- figure out what is happening and why;
- make and keep medical appointments;
- get involved in an old hobby;
- attend social functions;
- get other family members or professionals (e.g. a case manager) involved.

Restraints



RCW 70.129.120 states a client has the right to be free from physical and/or chemical restraints in a boarding home or adult family home.

For specific rules about restraints in adult family homes, see WAC 388-76-605.

All individuals have a humane and legal right to live free of restraints.

As a caregiver, there are 3 things you need to understand about restraints:

1. The types of restraints that have been used in the past.
2. The risks associated with using restraints.
3. Safe alternatives to be used with clients instead of restraints.

There were 3 types of restraints used in the past:

- **physical** restraints - anything used to prevent or limit movement or access to one's body;
- **chemical** restraints - drugs not required to treat medical symptoms used to control mood, mental state, or behavior; or
- **environmental** restraints - locked rooms or barriers which confine a person to a specific space.

Examples of **physical restraints** include:

- a tie, belt, or vest used to keep a client from getting out of a bed or a chair;
- clothing a client cannot independently remove, such as a top that buttons in the back to stop a client from taking it off;
- a reclining or lounge chair, couch, or bed the client can't get out of;
- bed rails that cannot be independently lowered;
- "lap buddies" in a wheelchair.

Other **physical restraints** include:

- holding a person's hand down against his/her will;
- a "bear hug" used to restrict a person's movements;
- holding a person's legs or arms to prevent him/her from getting out of bed.

Examples of **chemical restraints**

Any medication or substance (even if prescribed by a doctor) may be a chemical restraint if it is given:

- when there are no symptoms or indications for its use;
- in too large of doses;
- for the convenience of staff;
- without appropriate or enough monitoring.



Examples of environmental restraints include:

- locking someone in a room;
- seclusion rooms.



When do things become a restraint?

Whether or not something is a restraint can depend on the intent of how something is used or done. For example, you have a client who enjoys sitting in his favorite recliner but is unable to get out of it without help.

The chair would **not** be considered a restraint if he was closely monitored while in the chair and a caregiver was readily available to help him when he wants to get out.

The chair could be considered a restraint if a client is put in the chair for the convenience of the caregiver, not monitored, and the client is unable to get out of it when he wants.

Risks associated with restraints

The most common reasons given in the past for using restraints were to prevent injuries or control potentially dangerous behavior. The truth about restraints is they do **NOT**:

- decrease falls or prevent injuries;
- make clients feel more secure and protected;
- prevent lawsuits or malpractice claims; or
- make caregiving more efficient and less worrisome for staff.

The risks of using restraints outweigh the largely unsupported claims of safety.

The **physical risks** of using physical restraints can include:

- increased incontinence and/or chronic constipation;
- pressure sores and other risks of immobility;
- injury or possible death from a client trying to remove or get out of a restraint.

The **emotional risks** of using physical restraints can include:

- increased feelings of hopelessness, fear, depression, anger, and humiliation;
- changes in behavior, mood swings;
- reduced social contact, loss of independence.

The **risks associated with chemical restraints** can include:

- increased agitation and confusion;
- over sedation (being tired and groggy all the time);
- dizziness, increased risk of falls, and hip fractures.

Restraints must not be used.

Alternatives to restraints

Restraints are not the answer. Less restrictive methods are equally effective without the risks associated with the use of restraints. Any thought to restrain a client should instead trigger an investigation and understanding of what is causing the behavior or problem. Care strategies should then be put in place to address the individual needs of the client without the use of restraints.

Some examples of alternatives to restraints are listed below. Depending on the circumstances, you may want to talk with professionals specializing in the development of programs to help resolve specific behavior and/or safety concerns identified.

Examples of physical alternatives include:

- assessment for pain and medications used properly for pain relief;
- massage to soothe and calm an agitated or anxious person;
- use of wheelchairs that are in good working order and correct size.

Examples of activities include:

- structured daily routines;
- walking or pacing in a safe area such as an enclosed courtyard;
- organized physical exercises;
- greater reliance on available family or friends for direct supervision;
- using an activity board that fits on a client's lap;
- music;
- reading.

Examples of environmental modifications include:

- door buzzers;
- bracelet alarms;
- chair alarms;
- signs, yellow barrier tape;
- visual barriers such as large plants (that do not block entrances/exits or in any way cause other safety concerns);
- exit alarms;
- increased or decreased lighting as needed for a client;
- reduced level of noise.



There are four steps used to successfully solve problems, including:

1. Understanding the problem.
2. Brainstorming possible solutions.
3. Picking a solution, planning, and doing it!
4. Getting feedback about how it worked.

By becoming more aware of these steps, you can use them to solve problems that come up at work.

1

Step #1 – Understanding the problem

What causes you to think there's a problem? Gather information and think about what is happening. Get to the root cause of the problem.

Stop and identify:

- what is happening?
- when is it happening?
- with whom is it happening?
- **why** is it happening?



Use the “Why” technique for getting to the root cause of any problem. Ask “why” the problem exists. Repeat “why” four more times. By the fifth “why”, you should be at the root cause of the problem.

Things to remember

- Remain open-minded.
- Be as specific as possible.

Things to avoid

- Trying to solve a problem before having a good understanding of what the problem is.
- Reacting to a problem instead of logically sorting through it.
- Focusing on a symptom of a problem not the cause.

Problem solving with others

Each person involved needs to share his/her perspective and perception of the problem. The goal of this sharing is to reach a common agreement of what the problem is. It works best if the problem is viewed as something to solve together, not a battle to be won. Often, a problem will get redefined or even resolved as it is discussed.

2

Step #2 – Brainstorming possible options/solutions

To get to the best solution consider many possible options. One of the best ways to do this is brainstorming. If the problem involves others, have them involved with brainstorming ideas as well. Come up with as many solutions as possible. Even silly ideas can be the seeds of a great solution.

Things to remember

- Be creative when coming up with your options.
- Don't stop with the first couple of options - keep thinking.
- Respect all ideas. This is not the time to evaluate them.

Things to avoid

- Only using the more obvious solutions; not being creative.
- Only thinking of a one or two options.

3

Step #3 – Picking a solution/option, planning, and doing it!

Look at the positives and negatives of each option before making a decision. Pick what you think is the best option and plan out how you are going to do it. It may be that the best choice is obvious or that you will have to decide which solution has the best chance of solving the problem.

Things to remember

- Think about the resources you have available (time, money, desire of others, energy it will take to get it done).
- Think through how the plan and solution will affect other people.
- The client's preferences and needs.

Things to avoid

- Selecting the easiest solution because it is the easiest.
- Not thinking about the outcome of the plan and solution.
- Not thinking through all of the steps.

Problem solving with others

When solving a problem involves other people, agree on what criteria will be used to decide which solution to try. This could include taking a vote and letting the majority rule, agreeing the entire group must reach consensus, evaluating and rating each idea against a set list of criteria, or even tossing a coin.

Pick an option/solution that is fair and beneficial to everyone and focuses on the best solution. This will help the group avoid a contest of wills where the strongest person wins. Make sure everyone is clear about what steps or actions he/she needs to take to resolve the problem. Each person needs to be committed to taking these actions.

4

Step #4 – Getting feedback

The final step of problem solving involves getting feedback. Ask yourself and the people involved how the solution is working. If changes need to be made, look at the brainstormed options and try a different solution.

Things to avoid

- Assuming the problem will always stay solved once the plan is put in to action.



1. True False A client's doctor is responsible for making any changes to the client's care plan.
2. True False A possible sign of neglect could include a vulnerable adult living in unsafe or unsanitary living conditions.
3. A client has a legal right to: (circle the correct answer)
 - a. Tell a caregiver what to wear.
 - b. Wear another person's clothing.
 - c. Choose what to wear.
4. When is a caregiver mandated to report abuse of a vulnerable adult? (Circle the correct answer).
 - a. Any time the caregiver suspects abuse.
 - b. After getting his/her supervisor's permission.
 - c. After getting the client's permission.
5. When confidential information must be shared with **other care team members** about a client, you must: (circle the correct answer)
 - a. Get the client's written permission before you do so.
 - b. Only share what is needed and in the client's best interest.
 - c. Only talk about it outside of the work setting.
6. True False Caregivers can make a client take his/her medications if it's life-threatening not to do so.
7. There is a medical emergency, 911 has been called, and your client has advance directives. Individual providers must: (circle the correct answer)
 - a. Give them to the EMT when they arrive.
 - b. Only give them to the EMTs if they ask for them.
 - c. Give them to the EMTs if they remember to.

8. Put the number of the correct definition next to the term it defines.

Term	Definition
___ Financial exploitation	1. Intentionally causing pain, suffering, and/or injury to a vulnerable adult
___ Abandonment	2. Using or stealing a vulnerable adult's things, property, or money
___ Neglect	3. A person who has responsibility for providing care deserting or leaving a vulnerable adult without basic life necessities
___ Abuse	4. Failing to provide important basic life necessities or taking action to prevent harm or pain

9. Since Mr. Rogers hired another caregiver a month ago, he has given her \$800 to fix her car, \$725 for a dental crown, and has "misplaced" his checkbook. What should you do? (Circle the correct answer).
- Call and report it to DSHS.
 - Talk to the new caregiver about it.
 - Call Mr. Roger's family and tell them.
10. A client asks you to do something you feel puts his/her safety at risk. You should: (Circle the correct answer)
- Explain why you are concerned and offer a safer alternative.
 - Tell the client you won't do it and politely walk away.
 - Do what the client asks without questioning it.
11. Mr. Stevens has Alzheimer's disease and continually finds ways to get outside and wander off. You should: (Circle the correct answer)
- Block him from the door when you see him go near it.
 - Encourage the use of an exit alarm where he lives.
 - Let him go. He has the right to do what he wants.
12. True False A possible sign of physical abuse could include a vulnerable adult with a suspicious injury refusing to see a doctor.
13. True False Restraints should be used to keep a client from falling out of bed.

Do not do the exercise until directed by your instructor.



Mrs. Jones is a 78 year old client with Dementia and Chronic Obstructive Pulmonary Disease (COPD). She has difficulty understanding why she needs to use her oxygen tank and pulls out her tubes several times daily. She is usually cooperative when caregivers re-insert the tubes. Today, when Michael, another caregiver at the boarding home goes to assist her, she looks away, cries, and screams that she doesn't want him near her.

Understanding the problem

What causes you to think there's a problem? Remember to think about:

- what is happening
- when it is happening
- with whom is it happening
- why it is happening.

In one sentence, describe what you think the problem is that needs to be solved.



Module 3

The Caregiver

Lesson 1

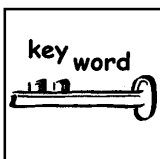
The Caregiver

Personal Care Skills Covered

None



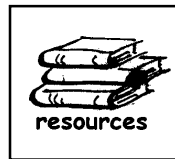
Icons to help guide you



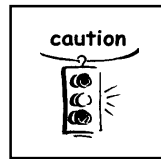
A word to remember



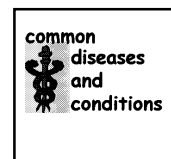
Something to report



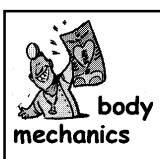
See the Resource Directory



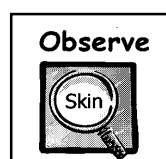
Beware or be careful



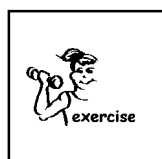
See the Common Diseases section



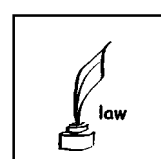
Use proper body mechanics



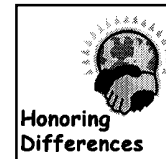
Observe skin



Classroom exercise



Something in the law



Be alert and respectful

Module 3 - Lesson 1

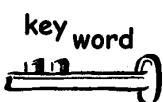


The Caregiver

Basic Job Responsibilities

What you will learn in this module:

1. A caregiver's basic job responsibilities.
2. Benefits for the caregiver and client in having a caregiver available.
3. Using the DSHS care plan to understand your basic job responsibilities.
4. The importance of respecting a client's need for privacy and dignity, and supporting a client's independence.
5. How to document and report changes in a client's condition.
6. Responding to emergencies.



Definition

Activities of daily living (ADL)	Everyday personal care activities
Advocating	To speak up or take action
Assessment Details	A section of a DSHS care plan that describes the client's strengths, limitations, and care task preferences, and provides specific caregiver instructions
Baseline	What is "normal" for a client at a certain point in time
Cultural background	The attitudes and behavior characteristics of a particular social group or organization
Instrumental activities of daily living (IADL)	Routine tasks performed around the home or in the community
Professional	Exhibiting a courteous, conscientious, and businesslike manner in the workplace
Professional boundaries	Appropriate limits in a job relationship
Service Summary	A section of a DSHS care plan that documents contact information, caregivers' schedules, and the client's goals

The role of the caregiver is full of challenges and rewards. There will be few other jobs in your lifetime where what you do so dramatically impacts another human being. The many positive benefits of caregiving include:

- feelings of positive self-worth, purpose, and meaning;
- confidence that a client is getting the best care;
- pride in successfully coping with difficult life situations;
- feeling closer to another person as a result of helping;
- increased patience and inner strength;
- a stronger sense of who you are and enjoyment out of life.



The Caregiver

See the Resource Directory page 215 for more information on a caregiver's role in different care settings.



How a client benefits from having a caregiver

As a caregiver, you support a client's ability to live as independently and safely as possible. You support a client's:

- social, physical, and emotional well-being;
- ability to have choice and control over his/her environment;
- ability to have control over decisions about what services he/she receives, when, and how services are given.

Your **4 basic job responsibilities** as a caregiver are to:

- 1. Provide personal care**, including:
 - understanding how a client wants things done and doing tasks that way;
 - honoring a client's privacy and dignity;
 - encouraging a client's independence;
 - honoring a client's differences.
- 2. Know, take pride in, and perform your role as a member of the care team**, including:
 - observing changes in a client's physical, emotional, and mental health.
 - knowing when and what to document and/or report to the appropriate care team member(s).
- 3. Follow a high standard of professional conduct.**
- 4. Respond to day-to-day situations and emergencies** without supervision (if necessary).

Basic Job Responsibilities

A caregiver provides personal care, support, and assistance to another person.

Providing Personal Care



Basic job responsibility

1

In this course, we have used care plan to represent anything that documents a client's plan of care.

Understanding and using a care plan

A care plan outlines your caregiving responsibilities. The DSHS plan of care (care plan)* is made up of two sections: the **Service Summary** and the **Assessment Details**.

* This section is written for caregivers using the DSHS care plan. Caregivers providing care for non state-funded clients should refer to the boarding home or adult family home care plan.

The Service Summary of a DSHS care plan gives you an overview of your caregiver responsibilities and what you and other members of the care team will be providing to support the client. The Service Summary also has contact information for other care team members, a list of any advance directives a client may have, and any other people involved in making decisions for a client.

In the Assessment Details, a case manager will document the client's needs, strengths, limitations, preferences, any special equipment necessary, and specific caregiver instructions for each needed task. Many tasks also include a section with specific instructions containing "Do's and Don'ts" for the caregiver. Read through everything carefully.

The types of services you may see in a DSHS care plan

The type of personal care services a client receives will vary depending on where the client lives, the services he/she needs, and what the client is financially eligible to receive.



Activities of Daily Living (ADLs) a client may need help with include:

Bathing: taking a full-body bath/shower, sponge bath, or transferring in/out of tub/shower.

Bed mobility: moving to and from a lying position, turning side to side, and positioning his/her body while in bed.

Body care: passive range of motion, applications of dressings and ointments or lotions to the body, pedicure to trim toenails and apply lotion to feet. Body care excludes foot care for clients who are diabetic or have poor circulation and changing bandages or dressings when sterile procedures are required.

Dressing: putting on, fastening, and taking off all items of clothing, including a prosthesis.

Eating: eating and drinking, regardless of skill. Eating includes any method of receiving nutrition, e.g., by mouth, tube, or through a vein.

Locomotion in room and immediate living environment: moving between locations in a room and immediate living environment.

Locomotion outside of immediate living environment, including

outdoors: moving to, and returning from, more distant areas. Locomotion outside immediate living environment includes moving to and returning from a patio or porch, backyard, the mailbox, or the next-door neighbor, etc.

Medication management: the amount of assistance, if any, required to receive medications, over the counter preparations or herbal supplements.

Toilet use: using the toilet room, commode, bedpan, or urinal, transferring on/off toilet, cleansing, changing pad, managing an ostomy or catheter, and adjusting clothes.

Transfer: moving between surfaces (e.g. to/from bed, chair, wheelchair, standing position).

Personal hygiene: maintaining personal hygiene, including combing hair, brushing teeth, applying makeup, washing/drying face, hands, menses care, and perineum.

Instrumental activities of daily living

Instrumental activities of daily living (IADLs) your client may need help with include:

Meal preparation: preparing meals (e.g. planning meals, cooking, assembling ingredients, setting out food, utensils, and cleaning up after meals).

Ordinary housework: performing ordinary work around the house (e.g. doing dishes, dusting, making bed, tidying up, laundry).

Essential shopping: shopping to meet a client's health and nutritional needs (e.g. selecting items). Shopping is limited to brief, occasional trips in the local area to shop for food, medical necessities, and household items required specifically for his/her health, maintenance, or well-being. This includes shopping with or for a client.

Wood supply: supplying wood (e.g., splitting, stacking, or carrying wood) when the client uses wood as the sole source of fuel for heating and/or cooking.

Travel to medical services: traveling by vehicle to a physician's office or clinic in the local area to obtain medical diagnosis or treatment. This includes a client driving a vehicle or traveling as a passenger in a car, bus, or taxi.

Managing finances: paying bills, balancing a checkbook, managing household expenses. Although you may see this listed on a DSHS care plan, this task is normally done by family or friends of the client. DSHS does not pay caregivers to assist with managing finances except for clients of the Division of Developmental Disabilities (DDD).

Telephone use: receiving or making telephone calls, including the use of assistive devices such as large numbers on telephone, amplification as needed.

key word





The following scale is used by a case manager to communicate the client's ability to complete each personal care task.

Independent: no help or supervision required.

Supervision: oversight of client required (monitoring, encouragement or cueing).

Limited Assistance: client is highly involved in the task, but needs some physical help in guided maneuvering of limbs or other non-weight bearing assistance.

Extensive Assistance: client requires weight bearing or full assistance from caregiver during **part** of task.

Total Dependence: client requires caregiver to do all of the task.



See pages 218-235 in the Resource Directory to see a sample DSHS care plan.

Care settings and care plans

Individual Providers (IPs) should receive a copy of the DSHS care plan. If you are an IP and do not have a copy, ask your employer (the client) or call the case manager.

If you work for a home care agency, the full care plan is normally kept at the home office. Many home care agency caregivers receive part of the care plan or a list of their assigned personal care tasks.

Adult family home and boarding homes with DSHS clients use the DSHS care plan as a starting point for developing their own negotiated service agreement or negotiated care plan.

This negotiated care plan has more details about the client's care preferences. This negotiated care plan is what caregivers normally see and may be kept in a notebook or as part of the client's records.



See page 236 in the Resource Directory to see a sample negotiated care plan.

Understanding client preferences

No care plan has all the details you will need to do your job. You still need to talk with the client about EACH task you are assigned to do.

Follow up

Periodically, go back and make sure care tasks are still being done the way the client wants them to be. By asking again, you make sure you understand the client's current wishes and keep doing the tasks the way that works for him/her.



Clients who have trouble speaking, can't speak at all, or have other ways of communicating (e.g. sign language, assistive devices, gestures) still have preferences that are important to understand.



Depending on where you work, the case manager or supervisor is a good resource to talk with about how best to communicate directly with the client. If a client is unable to communicate at all, a family member or friend will be authorized as the client's contact and can give you more detailed information. His/her name and telephone number is listed in the Service Summary. There will also be information in the Assessment Details regarding communication with that client.

Knowing what your caregiver job isn't

The client or a family member may ask you to do things that are not on the care plan (e.g. lawn care or cleaning up after others in the house). Say "no" to these requests. Do so nicely. If the client continues to expect you to do something not on the care plan, encourage him/her to talk with the DSHS case manager or your supervisor. Tasks need to be listed in the care plan before you can do them.

How you provide personal care requires great sensitivity and understanding. The term "personal" is a reminder that you are helping with tasks that are normally done in private.

View your caregiving role from a client's perspective. Most people would prefer to wash, groom, and care for themselves. Needing help with personal care can make a client feel a variety of very vulnerable emotions. A client may:

- feel uncomfortable having anyone, especially a stranger, help with these tasks;
- not want to talk about "private" things;
- feel his/her independence and sense of self-worth is threatened.

Privacy

One way to be sensitive to a client is to honor his/her privacy when you perform any personal care. Always:

- close windows, curtains, and doors;
- knock before entering a room with a closed door;
- keep the client's body covered;
- provide privacy for a client to do as much self-care as possible.

Respecting a Client's Privacy and Independence

Supporting other forms of privacy

Everyone needs private time to think and deal with problems, losses, or simply to enjoy a quiet moment.

- Respect a client's need to get away. Be sensitive to a client's emotional need for privacy or quiet solitude.
- Make sure the client has privacy when visiting or talking on the phone with family and friends or reading his/her mail.



Support a client's independence

Anything that helps a client maintain mobility, social connections, and feelings of self-worth, can be physically and emotionally therapeutic. Find ways to support the client's independence as much as possible, including:

- allowing the client a chance to do things him/herself as much as possible.
- being patient. Do not rush or let getting your "work done" take priority over supporting a client's independence.
- encouraging the client to make little steps so he/she doesn't get discouraged.
- providing plenty of encouragement and positive feedback.
- encouraging the use of any assistive device(s).



Honoring Differences



Each person is a unique and worthwhile individual. This uniqueness comes from a lifetime of experiences influenced by such things as his/her:

- **cultural background;**
- religious upbringing and beliefs;
- gender;
- sexual orientation and/or marital status;
- economic status;
- social groups;
- physical, mental, and/or sensory disability.

All of these factors combine and influence:

- how a person sees the world;
- what he/she believes in and values;
- what he/she considers acceptable ways to look and act;
- what he/she considers “normal”.

Bias

Your reactions and feelings towards others - especially those different from what you consider “normal” - happen automatically based on beliefs and values learned from your own upbringing (culture). Hidden biases can influence how you talk, look at, and do things for a client.

It is important to be aware of and question how your beliefs and values impact your dealings with others. Differences are neither good nor bad. It is how you react to them that is the key.

Stay alert for signs that unquestioned biases are impacting your actions with a client, including:

- negative judgments about a client’s choices, life-style, etc.;
- viewing a client’s cultural preferences as unimportant;
- being impatient or not open-minded about a client’s needs;
- making jokes or fun of a client.

Just as you may have hidden biases, clients may as well. These biases may influence how he/she talks, looks at, and responds to you as a caregiver. You have a right to be treated respectfully, too.

See page 266 of the Resource Directory for some tips on how to communicate effectively if you feel you are being treated disrespectfully.

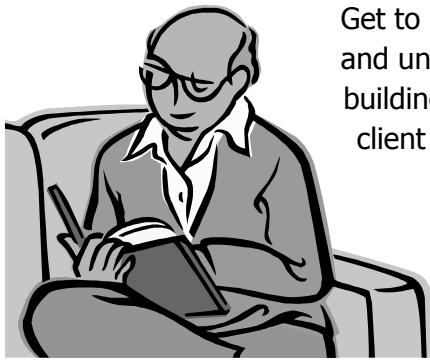
Getting to know a client

When another person is viewed as different, we tend to stress the differences and overlook the similarities. Differences can also create bridges and other worlds to explore.

Honoring Differences

key word
→





Get to know your client as a unique individual. A genuine effort to learn about and understand another person with an open mind goes a long way towards building trust and respect. It will also have a real impact towards making a client feel appreciated and accepted.

Getting to know a client also tells you what he/she considers respectful and appropriate behavior. This helps you avoid unintentionally offending a client or other misunderstandings - especially when you first begin working together.



Caregiver as Part of a Care Team

2

Basic job responsibility

Observing changes



To learn more about your client, ask questions of other care team members and pay attention to any clues from how he/she acts, dresses, relates to others, and/or items of importance displayed in his/her room or home.

You can also ask questions of the client directly. Be aware that a client may have a different view of what types of questions are respectful and appropriate.

As a caregiver, you are an important part of the care team. Caregivers often spend more time with a client than other care team members and are better able to observe day-to-day changes.

Two important caregiver roles in a care team are to:

1. Watch for changes in a client's physical, emotional, and mental health.
2. Know when and what to document and report to the appropriate care team member(s).

To effectively observe changes in a client, compare what you know of the client's **baseline** to what you currently see. A baseline is often called a client's customary range of functioning. Good sources of baseline information include the client, the client's care plan, other care team members, and a client's health care provider.

Make **regular observations** a part of your routine and get to know the client. Stay alert and pay attention to any change in a client's baseline. Changes can include an improvement or a decline in a client's condition.

- Listen to what the client tells you about how he/she is feeling or any pain being reported. Allow the client to complete what they have to say.
- Use your senses when observing a client (sight, hearing, smell, and touch), as well as your intuition or "gut".

See the next page for the types of changes to look for in a client.

What you see	<p>Physical changes</p> <ul style="list-style-type: none"> • Skin change (color, rashes, open areas) • Swelling of extremities • Marked changes in activity level • Decline in a client's ability to do tasks <p>Mobility</p> <ul style="list-style-type: none"> • Change in how client moves (e.g. leans to one side, ability to stand, more unsteady on feet) • Begins to limp or bumps into things • Falls or injuries <p>Ability to breathe</p> <ul style="list-style-type: none"> • Short of breath, gasping for air, difficulty talking • Breathing is slow or rapid <p>Appearance</p> <ul style="list-style-type: none"> • Change in hygiene habits or physical appearance • Unkempt or dirty clothing • Appears anxious, tense, afraid, or depressed • Change in level of consciousness <p>Bathroom habits</p> <ul style="list-style-type: none"> • Constipation or diarrhea • Frequent urination or urine of strange color • Not urinating after drinking • Urine or blood stains <p>Eating</p> <ul style="list-style-type: none"> • Increase or decrease in appetite • Losing/gaining weight - clothing or belts loose or tight • Any indication a client is not eating or has difficulty eating • Difficulty with swallowing
What you hear	<ul style="list-style-type: none"> • Coughing, noisy breathing • Crying, moaning • Talking to self or objects or others not in the room • Slurred speech, difficulty speaking or finding words • Client tells you about a change he/she is having • Client talks of loneliness and/or suicide
What you feel/ touch	<ul style="list-style-type: none"> • Skin temperature and moisture • Bumps or lumps under skin
What you smell	<ul style="list-style-type: none"> • Bad breath • Unusual odor from urine or stool • Odor from cut or sore

Used in part with expressed permission of Alterra Healthcare Corporation.

Documenting Observations

Documenting is keeping a written record of any changes or concerns about a client, including a:

- change in a client's condition or baseline;
- sign or symptom of possible importance;
- concern about a client's behavior or a specific incident or event.

Having a written record helps you:

- see patterns of changes;
- remember details that could be important to another care team member;
- give more accurate information;
- not rely solely on your memory.

Care settings and documentation

The kind of documentation that you do depends on where you work.

For in-home workers, no documentation is officially required unless you are doing nurse delegated tasks. However, it is highly recommended that you keep a log in a notebook of your observations.

If you work in a boarding home or an adult family home, there are specific procedures on how, when, and what you are to document. Make sure you understand your responsibilities regarding documentation.

Objective versus subjective documenting

What you document should be objective. To document objectively means you write down the facts exactly as you observed or noticed them with your senses. The goal is to describe the specific behavior or changes you observed about the client and/or his/her mood. Your documentation should also include the facts as the client described them to you. When documenting something the client has told you, write down the client's exact words.

Subjective documenting means you write down your opinion or interpretation of what you observed. Opinions are less useful in documentation because biases and emotions can influence how you interpret what you see. You may not have all of the facts, the medical knowledge, or an understanding of what the client is experiencing. For these reasons, subjective documentation should be avoided.

There may be times when you are asked to give your opinion regarding a change or observation. If you are asked for your subjective opinion about a client, always start with the objective facts that led to your conclusion.

Documentation guidelines

- Set aside a specific time for writing notes. A regular routine helps ensure that your observations are documented promptly and the information is accurate.
- Make sure your handwriting is readable and use a blue or black pen.
- Make sure your documentation is complete. Include the date and time of when you are documenting your observations and sign your notes.
- Address the following information:



WHEN... date and time you observed the change, behavior, or incident.

WHAT... happened - writing down the objective facts.

WHERE... you observed this happening.

HOW... long and often it happened.

WHO... was present, involved, or notified about what was happening.

WHAT... action you took and the outcome.

Poor documentation example

Monday afternoon. Yelling in bathroom. Trapped herself in and is really angry.

Good documentation example

10/11/04, 4:30 P.M. Heard Mrs. Smith in the bathroom yelling "Let me out". Found Mrs. Smith's bathroom door locked. Used key to unlock the door. Mrs. Smith said she was scared about being locked in the bathroom.

Signed Ms. Careful Caregiver

The documentation in the last example gives a complete, factual picture of what happened. The caregiver wrote what she observed and heard, what Mrs. Smith said about her situation, and what she did to respond. The documentation is also dated and signed.

There comes a point where a change in a client's baseline, or other concerns you may have, need to be reported to the appropriate person in your care setting.

For in-home clients, report changes to the case manager. If you work in a boarding home or an adult family home, there will be communication procedures on how, when, what, and to whom you are to report. If these procedures are unclear to you, ask your supervisor to explain them.

Reporting

Reporting Guidelines



The following are some guidelines for when to report to the client's case manager or your supervisor. Use any documentation notes you have to report what you observed. Document afterwards what you have reported and to whom.

- You have worries or questions about changes in a client's condition.
- The client develops a new problem and has personal care needs that are not being met.
- The client is getting better and no longer needs help with some of the tasks you are doing.
- You have suggestions or know of additional resources that would add to a client's quality of care or independence.
- You are unable or uncomfortable doing the tasks outlined in the care plan.
- You are asked to perform tasks **not** outlined in the care plan and cannot resolve this with the client.
- The client continues to refuse services.

Professional Conduct



Basic job responsibility

3

How you present yourself is your statement about who you are to others. See below for a list of important qualities of being a **professional** caregiver.

Professional

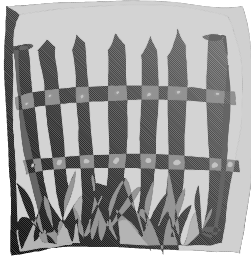
- Demonstrate integrity in word and action
- Take pride in doing the best job possible
- Continually strive to learn and improve
- Stay focused on what has to be done and getting it done
- Be a positive, flexible, team player
- Be responsible
- Communicate clearly and openly
- Leave your personal problems at home
- Do not make private arrangements with clients for services
- Maintain professional boundaries
- Do not accept tips, borrow, or lend money
- Do not use the client's phone for personal calls

Respectful

- Be polite
- Listen
- Honor and place value in a person
- Call a client by name
- Keep things private
- Provide choice and privacy
- Use appropriate language

Reliable

- Show up to work on-time – all the time
- Do what you say you are going to do
- Set realistic expectations of what you can do
- Organize your time to complete all necessary tasks



Professional boundaries include setting and maintaining appropriate limits in your relationship with a client. Just as good fences make good neighbors, clear professional boundaries allow for a safe, trusting, and ethical connection between you and a client.

Professional Boundaries key word

Setting clear boundaries as a caregiver helps you:

- manage your relationship with a client and other care team members;
- keep a healthy physical and emotional distance between you and a client;
- keep your identity as a caregiver clear;
- know what, how, and when to allow others into your personal space.

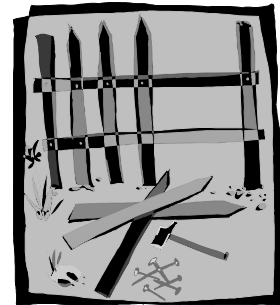
Many caregivers find it hard to keep the boundaries of a professional relationship with a client. This can happen because caregivers:

- are people who like helping others and find it difficult to say “no”;
- enter into very private aspects of a client’s life;
- work in a home or other home-like residential setting;
- can become emotionally attached to a client as “family-like” bonds develop.

Warning signs

Not having professional boundaries between you and a client interferes with your ability to provide quality care. Some of the warning signs that professional boundaries may be in question include:

- frequently thinking about the client away from work;
- spending your free time with a client;
- sharing personal information or work concerns with a client;
- giving special attention to one client over another;
- keeping secrets with a client;
- taking gifts or money from a client;
- giving a client your home telephone number.



Maintaining a healthy, professional boundary

The best way to maintain a healthy, professional boundary between you and a client is to view caregiving as your job. Viewing caregiving as a job helps you create a needed balance between your work and home life. Having a variety of interests and relationships outside of work is also important.

A family member or close friend employed as an Individual Provider has different challenges in establishing a “professional” relationship with a client. See the Resource Directory page 237 for more tips and information on establishing a working relationship as a family caregiver.

See the Resource Directory page 239 for tips on maintaining positive professional relationships, and the Resource Directory page 240 for tips on communicating professionally with your supervisor or employer.



Caregiving as a Professional Job

There are three important considerations to caregiving as a professional job, including:

- attendance;
- job performance;
- appearance.

Taking responsibility in these three areas are other ways to build trust with clients and other care team members and to take pride in the work you are doing.



Attendance

People need to be able to count on you to come to work when scheduled and on-time. This means having your home life organized so that things like child care and dependable transportation have already been arranged.

There are times when things go wrong in spite of your planning. When you are not able to go to work or will be late, call your employer as soon as possible. Know who to call and keep the phone number where you can easily find it.

If you know ahead of time you need time off, let your employer know about your plans as soon as possible. This gives your employer or the case manager a chance to arrange for coverage while you are away. Not calling when you are unable to get to work or not showing up may be considered abandoning a client. Besides inconveniencing or even putting a client in danger, you can get into legal trouble for abandonment.

When you are sick

You should not go to work if you have a contagious illness (e.g. chicken pox, fever, flu, diarrhea). It puts the client at risk of getting sick. If you are unsure if you may be contagious, contact your health care provider and get his/her medical opinion. Follow your health care provider's instructions and/or use your best judgment when making a decision to go to work.

If you can't go to work, call your employer as soon as possible. Have a backup plan worked out ahead of time with your employer.

Performance

While you are at work, focus on your job. Make sure you have a good understanding of what you are to do and complete all of your assigned duties.

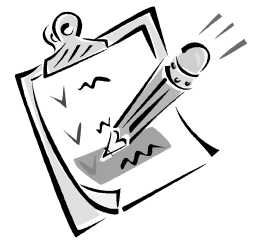
Do not let your personal problems interfere with your job duties.

Your personal problems can interfere with your job duties. Leave them at home.

Getting organized

Keep a daily routine. Come up with a system that works for you and the client, and keep it simple. When you arrive at work, get an idea of what you are supposed to do that day and how long it will take. Make yourself a task “to-do” list. A written list will help keep you on track and get everything done. Here are some tips for organizing your “to-do” list.

- ☐ List your activities in terms of importance. That way, if some less important things don’t get done, it can be shifted to another day.
- ☐ Figure out when you work most efficiently. Do priority tasks then.
- ☐ Do similar activities at the same time. This saves time going back and forth between unrelated tasks.
- ☐ Provide for more time than you think you will need. This makes your schedule flexible enough to allow for the unexpected. Remember, there will be times you need to be flexible and change the routine.



If you fail to plan,
you plan to fail!

Appearance

Take pride in your appearance and use the following guidelines when getting ready for work.

Hair Your hair should be clean, neat, and pulled back out of your face.

Jewelry Make sure your jewelry will not get in the way when you are providing care tasks.

Shoes Wear shoes that you can work in (e.g. no high heels, loose shoelaces).

Clothing Wear clean, comfortable clothing that you can move in.

Perfume Many people have allergies or are sensitive to odors. Be thoughtful and aware. Avoid wearing too much perfume or fragrance.

Fingernails Fingernails should be clean, filed smoothly, and short enough not to injure yourself or others (e.g. scratching, cutting, pinching).

Hygiene Remember the importance of daily oral and body hygiene.



We have to do the best we can. This is our sacred human responsibility.

Albert Einstein

Responding to Situations and Emergencies

4

Basic job responsibility



Safety Habits that Prevent Accidents



Handling Emergencies



There are four ways you will provide for a client's safety and well-being:

1. Follow up on any concerns or problems you observe.
2. Practice good safety habits that help prevent accidents.
3. Be aware of environmental hazards and take precautions where you work.
4. Be prepared to recognize and handle emergencies.

Follow up

Take the time to follow up on any concern or problem you see happening with a client. Always talk to the client or other care team members if you see a problem, read any notes other care team members may have written, or take action to help resolve a situation.

Following up can also mean **advocating** for a client. As a caregiver, this includes alerting others (including the client) that:

- a client has additional personal care needs that are not being met;
- you are aware of other services available in the community that may be helpful for a client;
- you know of additional equipment or assistive devices that would give a client more independence;
- a client has certain preferences that are not being followed.

Checklist for home safety and environmental hazards

Practicing good safety habits that prevent accidents gives a client a sense of physical security. Look in the Resource Directory pages 241-243 for safety tips, page 244 for safety tips for clients that are cognitively impaired, and 245 for safety with environmental hazards.

In an emergency, you may be the only person to provide or get help.

Ask questions, plan, and think about handling emergencies soon after you begin working. Statistics show that many kinds of emergencies occur during a person's first weeks or months on the job. From day one, make emergency awareness and preparedness a priority.

Emergency planning in your care setting

When working in an adult family home or boarding home, ask your supervisor about the policies and procedures for responding to work place emergencies.

When working in a client's home, discuss the emergency procedures and evacuation plan the client wants you to use. If no formal emergency procedures exist, use the information provided in the Resource Directory on pages 246-248 to work together and develop plans and procedures.

Talk about emergency planning with the client, a member of his/her family, the case manager, or a trained community emergency response person. This is particularly important when a client needs help to evacuate. Refer to the client's care plan for further instructions and information.

Calling 911 for help in an emergency

The appropriate "first" response to a fire, medical, or police emergencies depends on the situation. In almost all cases:

- Make sure the client is safe before you do anything else.
- **Call 911** for help **in any situation** you think might be an emergency or problem. When calling 911:
 - briefly describe the problem;
 - give your address and the nearest major street or intersection;
 - stay on the phone and follow the directions of the emergency operator.

You will also want to know who to contact once the emergency has been handled. IPs can check on the client's Service Summary for people's names and telephone numbers. If working in an adult family home or boarding home, check with your supervisor about where these numbers may be kept or if you are the person to make the call. See page 21 of the Learner's Guide for a reminder of what to do about advance directives.

Response to a fire

Planning ahead and knowing how to respond to a fire is important to you and the client's safety. You will want to know the location of telephones, flashlights, and the emergency evacuation procedures, etc.

The appropriate "first" response to a fire emergency often depends on the situation. In general, follow the guidelines listed below.

- Always get your client to safety before you do anything else.
- Call 911 and report the fire - use a cell phone or a neighbor's phone.
- Stay as low as possible when exiting, there is less smoke closer to the floor.

If you discover a fire, use the word R.A.C.E. to remind you of the safest way to respond.

R = Rescue.	Remove everyone from the immediate vicinity.
A = Alarm.	Sound an alarm or call for assistance.
C = Confine the area.	Close doors and windows in the area.
E = Extinguish.	Extinguish the fire if it is confined to a small area and if you feel confident to do so.

See the Resource Directory pages 249-251 for fire safety and prevention information.

Keep emergency information next to the telephone including the address and cross street of the client's home or care facility.





- Module 3 - Module Review**
Page 56



Module 4

Infection Control

Lesson 1

Infection Control

Lesson 2

Infectious Diseases

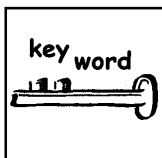
Personal Care Skills Covered

Handwashing

Putting on and taking off gloves



Icons to help guide you



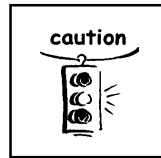
A word to remember



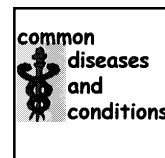
Something to report



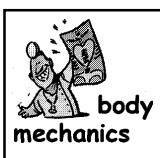
See the Resource Directory



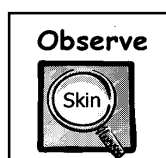
Beware or be careful



See the Common Diseases section



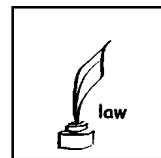
Use proper body mechanics



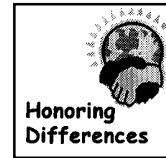
Observe skin



Classroom exercise



Something in the law



Be alert and respectful

Module 4 - Lesson 1

Infection Control



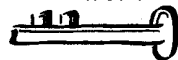
Infections and
How They Spread

Infection Control
Techniques

What you will learn in this lesson:

1. What infections are and how they spread.
2. Four major infection control techniques.
3. Symptoms of infection, what to look for and do.
4. Adult immunizations that help to control the spread of infection.

key word



Definition

Bacteria	Microscopic organisms (germs) which can cause disease
Contaminated	An area or thing with a lot of germs, dirty
Contagious	Easily spread
Disinfecting	Using a bleach solution or another disinfectant to kill germs
Germ	Tiny, microscopic organism
Immunizations	A medical treatment given to protect against a particular infection or disease
Immune system	A collection of cells, chemical messengers, and proteins that work together to protect the body from pathogens
Infection	Growth of harmful germs in the body
Infectious	Easily spread, capable of causing infection
Infection control	Stopping germs from spreading and causing infection
Pathogen	Any germ causing disease
Virus	The smallest known living disease-producing organism

Infections and How They Spread



2,000 bacteria will fit on the head of a pin.



Understanding infections

A germ can be a **bacteria**, **virus**, or fungus. There are millions of germs present all the time in healthy human beings. Many germs are not harmful. Some germs are harmful and cause illness or disease.

Any disease causing germ is called a **pathogen**. Not all pathogens are **infectious**. Only pathogens that can be spread from one person to another or from the environment to a person are considered infectious.

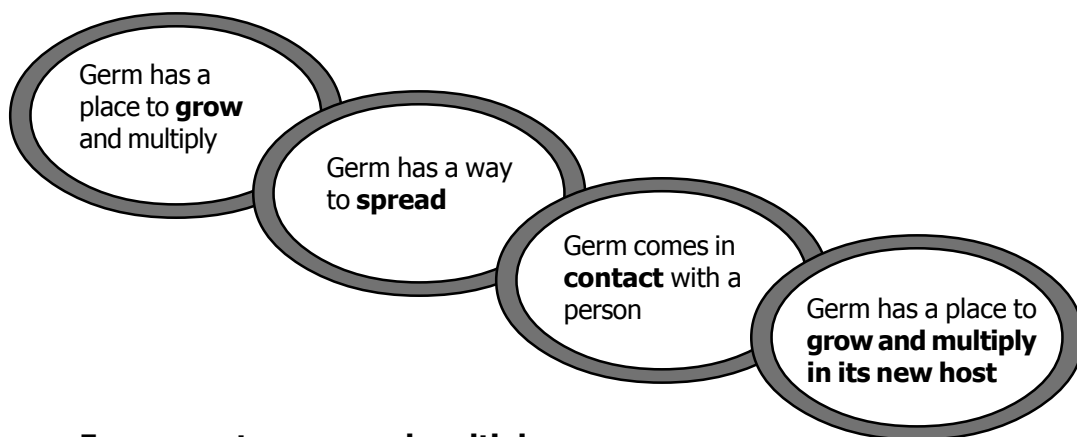
There are hundreds of different kinds of pathogens that cause illnesses from the common cold, flu, pneumonia, and diarrhea to diseases such as HIV/AIDS, TB, and Hepatitis A and B.

The spread of infection

Understanding how germs grow and spread is an important step in learning to control the spread of **infection**.

For infections to spread, **all** of the following conditions must occur:

- the germ has to be able to **grow** and multiply;
- there has to be a way for the germ to **spread** from one person to another or from the environment to a person;
- the germ has to come in **contact** with a person's body (e.g. a wound);
- the germ has to be able to **grow and multiply in its new host**.



For germs to grow and multiply

Different types of pathogens grow and multiply in a variety of places including: inside the body or on the skin; in food; or in the environment (e.g. soiled clothing or tissues, sponges, bathroom).

The 5 conditions germs need to grow and multiply include:

1. **Moisture** - germs grow well in moist areas.
2. **Heat** - germs multiply in warm temperatures.
3. **Air** - most germs need oxygen in the air to live.
4. **Food** - germs need food to survive. Food for a germ is protein.
5. **Darkness** - the absence of natural light encourages germ growth.

How germs spread

Germs must have a way to get out of the place where they have grown and multiplied and a way in to infect something or someone else. The four ways infections are spread include:

1. **Direct contact** -- the spread of an infection through direct body contact of secretions or body fluids from one person to another.
2. **Indirect contact** -- coming into contact with something an infected person has used or touched (e.g. used tissues, bedding, clothing, or drinking from a glass used by a person with an infection).
3. **Droplet spread** -- coming into contact with a drop of moisture coming from secretions containing germs (when a person sneezes or coughs). Droplets must have enough force to propel them towards another person.
4. **Airborne spread** -- coming into contact with a germ traveling on dust particles (e.g. TB. See the Common Diseases and Conditions section page 325 for more information about TB).



common
diseases
and
conditions

Germs growing and multiplying in a new host

Our **immune systems** are designed to fight off infection. A weak immune system means the body has a harder time killing pathogens - allowing germs to grow and multiply.

key word

A client can be at greater risk of infection when his/her immune system is weakened due to:

- poor nutrition
- chronic disease or certain medications
- dehydration
- thinning of the skin
- stress and fatigue
- poor personal hygiene habits

As a caregiver, encourage a client to do what he/she can to keep his/her immune system as strong as possible. This includes:

- making healthy choices in diet, fluid intake, and exercise;
- getting plenty of rest;
- maintaining good personal hygiene habits - including taking good care of his/her teeth;
- reducing stress;
- getting **immunizations**;
- seeing a doctor regularly.

key word

Infection Control

Think of all of the conditions required for the growth and spread of infection as a chain. As in any chain, it is only as strong as its weakest link.



As a caregiver, **your job is to break this chain wherever and whenever you can.**



Most infections are spread through direct or indirect contact. **Infection control** techniques focus on killing or blocking direct or indirect contact with germs so they can't cause harm.

There are four important infection control practices for caregivers, including:

1. Hand washing.
2. Wearing gloves.
3. Cleaning and disinfecting the environment.
4. Keeping up with needed immunizations.

Handwashing



As a caregiver, you have constant direct and indirect contact with the client and things in the environment. With every thing or person you touch, more and more germs build up on your hands. Your hands quickly become a source for the spread of infection.

Hand washing is the single most important thing you can do to control the spread of infection.

When to Wash Your Hands

Before

- ☐ contact with a client
- ☐ starting work
- ☐ eating
- ☐ preparing food
- ☐ putting on gloves

After

- ☐ contact with a client
- ☐ using the restroom
- ☐ removing gloves or protective clothing
- ☐ contact with body fluids
- ☐ contact with **contaminated** items
- ☐ blowing nose, sneezing, coughing
- ☐ cleaning
- ☐ smoking
- ☐ handling pets



There are key, important steps to perform when doing any personal care task. Use the word S.W.I.P.E.S. to remember what they are.

- S** Gather **supplies** before starting the task.
- W** **Wash** your hands before contact with a client.
- I** **Identify** yourself by telling the client your name.
- P** **Provide privacy** throughout care with a curtain, screen, or door.
- E** **Explain** what you are doing to the client.
- S** **Scan** the area to be sure everything is back in place after the task is done.

Skill: Hand Washing



1. S.W.I.P.E.S.
2. Make sure supplies are within easy reach so that no contaminated surface is touched throughout the task.
3. Turn on warm water at sink.
4. Wet hands and wrists thoroughly.
5. Apply skin cleanser or soap to hands.
6. Lather all surfaces of fingers and hands, including above the wrists, producing friction, for at least 20 seconds, keep fingers pointing down.
7. Thoroughly rinse all surfaces of hands and wrists.
8. Use clean, dry paper towel to dry all surfaces of hands, wrists, and fingers. *
9. Use clean, dry paper towel or clean, dry area of paper towel to turn off faucet.
10. Dispose of used paper towel(s) in wastebasket immediately after shutting off the faucet.

* Germs can grow quickly on cloth towels. If paper towels are not available and you must use cloth towels, launder them frequently.

A waterless hand sanitizer is another alternative that can be used if it is available and the care setting where you work allows its use.

6 Steps to Proper Handwashing

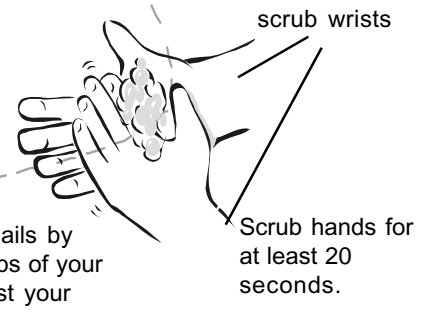
- 1) Make sure you have everything you need at the sink.



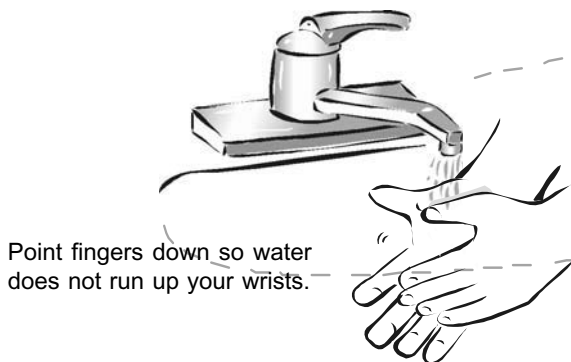
- 2) Turn on warm water.
Completely wet hands and wrists.

Keep warm water running while washing your hands.

- 3) Rub palms together to make lather and produce friction. Scrub between fingers and entire surface of hands and wrists.



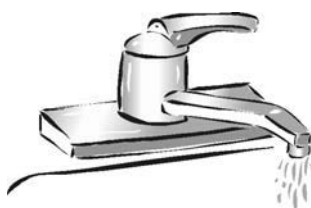
- 4) Rinse hands and wrists.



- 5) Dry hands with clean towel.



Avoid touching faucets and sink.



- 6) Use a clean, **dry** paper towel to turn off the faucet. Use hand lotion if available, to prevent chapping.

Many caregivers do not wash their hands as often as they should.

"My hands don't look dirty"

It is impossible for the human eye to see germs. Just looking at your hands will not tell you whether they are really "dirty". You need to know when to wash your hands **based on the activities** you do as a caregiver.

"I don't have time"

The few extra minutes it takes is well worth the benefits to you and the client. Make hand washing a part of your regular routine so you automatically build time for it into your schedule.

"Washing my hands so often dries them out"

Use moisturizing soap and lotion to prevent chapping and dry hands.

Gloves provide a protective barrier between you and a client. Wearing gloves keeps you from spreading germs from one person to another.

Household gloves should be worn when you are doing any general household cleaning.

Wash your hands
**based on the
activities** you do
as a caregiver.

Wearing gloves

Disposable Gloves MUST be Worn, When You:

- ☐ have direct skin contact with blood, body fluids, or mucous membranes;
- ☐ handle things contaminated with germs such as tissues, disposable undergarments, or soiled clothing or linens;
- ☐ provide first aid;
- ☐ have contact with a client that has an open wound;
- ☐ clean-up body fluids;
- ☐ assist a client with toileting or other personal care tasks;
- ☐ have a cut, scrape, chapped hands, or dermatitis.

Disposable gloves:

- need to be made of the appropriate material, usually latex or vinyl;
- should not be peeling, cracked, discolored, or have punctures or tears;
- should be thrown away after each use;
- should be changed between tasks if they have become contaminated with germs (e.g. body fluids).

Skill: Putting On & Taking Off Gloves



Putting On Gloves

1. S.W.I.P.E.S.
2. Wash hands before contact with gloves.
3. Check each glove for holes or other deterioration before using.
4. Grasp glove at cuff and pull onto other hand.
5. Grasp other glove at cuff and pull onto other hand.
6. Check to make sure glove is snugly fit over each finger.

Taking Off Gloves

1. With one gloved hand, grasp the other glove just below the cuff.
2. Pull glove down over hand so it is inside out.
3. Keep holding removed glove with gloved hand and crumple it into a ball.
4. With two fingers of bare hand, reach under the cuff of the second glove.
5. Pull the glove down inside out so it covers the first glove.
6. Throw gloves away.
7. Wash hands as final step.

Latex allergies

Most disposable gloves are made of latex. According to the Centers for Disease Control and Prevention, about 20% of health care workers are allergic to latex.

The best way to prevent a reaction to latex is to switch to non-latex gloves or change to non-powdered latex gloves if the powder is the problem for you.

Infection control through the eyes of a client

Infection control practices can stop or limit touch and direct contact between a caregiver and a client. As a caregiver, you need to be sensitive to a client's possible reaction to their use. Wearing gloves, using any barrier, and the need to wash your hands before and after contact with a client, can make him/her feel dirty or contaminated, lonely or isolated, and/or can interfere with a client's need for connection and emotional support.

This cannot stop you from using them. It may help to talk with the client about it and let them know why these practices are important to his/her health and well-being.

How to Remove Gloves Safely

Assume that all used gloves are contaminated. When you remove them, follow these steps so that the outside of the gloves do not touch your bare skin.

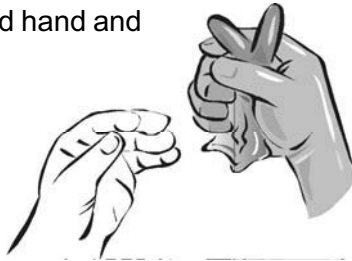
- 1)** With one gloved hand, grasp the other glove just below the cuff.



- 2)** Pull the glove down over your hand so it is inside out.



- 3)** Keep holding the glove with your gloved hand and crumple it into a ball.



- 4)** With two fingers of the bare hand, reach under the cuff of the second glove.



Danger: do NOT touch bare hand to dirty glove.

- 5)** Pull the glove down inside out so it covers the first glove.



- 6)** Both gloves are now inside out. You can throw them away safely.

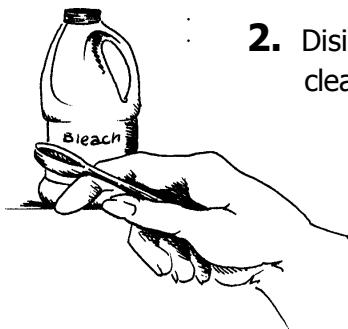


- 7)** Wash your hands.

Cleaning and Disinfecting



One teaspoon bleach to one gallon of water makes a good disinfectant.



An area or thing is considered “clean” when it has been cleaned and properly disinfected. An area or thing with a lot of germs is considered contaminated or dirty. For example used sheets, dirty dishes, worn clothing, and areas such as bedrooms and bathrooms are considered contaminated. Control germs by keeping your work area “clean”.

General cleaning and disinfecting guidelines

Cleaning and disinfecting are not the same. Cleaning with soap, water, and scrubbing removes dirt and some germs. **Disinfecting** with a bleach solution or another disinfectant kills additional germs on surfaces.

There are 2 steps to clean and disinfect any surface.

1. Clean and scrub the surface with soap and water;
2. Disinfect the area with a bleach solution or a commercial, household cleaning solution.

One teaspoon bleach to one gallon of water makes a good disinfectant solution. Use the solution within 24 hours.

More detailed information about cleaning and disinfecting a kitchen properly is covered starting on page 155.

See the Resource Directory on pages 252-254 for guidelines and tips for properly cleaning and disinfecting other major areas of a house.

Immunizations

Another way to keep you and your client healthy is for everyone to keep immunizations up to date.

Check with your employer to see if any immunizations are available through your work. Check with your doctor to make sure you have the immunizations you need. Encourage a client to also follow his/her doctor’s recommendations for what immunizations he/she needs.

Types of common immunizations

- Tetanus/Diphtheria - every ten years or if injured
- Flu shots - yearly
- Pneumonia shot - once (lifetime)
- Hepatitis A - a series of 2 shots, 6 months apart
- Hepatitis B - a series of 3 shots



Even with good infection control practices, you or a client can still get an infection. As a caregiver, staying alert for signs of infection will help you know when to report a change or concern about a client or if **you** may be sick and should not go to work.

Observing and Reporting if a Client has an Infection

Keep in mind:

- many people with a germ causing illness have no symptoms;
- a person can be highly contagious before symptoms develop;
- symptoms of infection may be specific to just one part of the body (e.g. an infected wound, incision, or a urinary tract infection).

Stay alert to the following general signs of infection. If you see these symptoms in a client, report it to the appropriate person where you work.



General signs of infection

- | | |
|--|--|
| <input type="checkbox"/> Fever, chills, sweating | <input type="checkbox"/> Pain |
| <input type="checkbox"/> Nausea | <input type="checkbox"/> Redness and/or swelling |
| <input type="checkbox"/> Dizziness | <input type="checkbox"/> Areas on the body that are hot to touch |
| <input type="checkbox"/> Headache | <input type="checkbox"/> Increased breathing and pulse rates |
| <input type="checkbox"/> Thirst | <input type="checkbox"/> Hot, dry skin, and rash |
| <input type="checkbox"/> Feeling lousy, weak | <input type="checkbox"/> Confusion |
| <input type="checkbox"/> Decline in overall well-being | <input type="checkbox"/> Tired |

Module 4 - Lesson 2

Blood Borne Pathogens

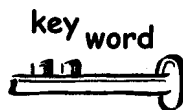


More About Blood
Borne Pathogens

HIV/AIDS

What you will learn in this lesson:

1. Common blood-borne diseases.
2. How blood borne pathogens are spread.
3. The need for and how to use Standard Precautions.
4. An in-depth look at HIV/AIDS.



Definition

Blood borne pathogen

Disease causing germs that spread through contact with blood

Hepatitis (B and C)

Viral infections of the liver

HIV/AIDS

Disease that attacks the immune system, preventing the body from fighting infection

Standard Precautions

Accepted practices used to prevent pathogens being spread through the blood, body fluids, non-intact skin, or mucous membranes

Transmitted

The process of passing something from one person or place to another

As a caregiver, you may come in contact with a client's blood or body fluid. This presents a small risk of exposure to **blood borne pathogens**. As a caregiver, you need to know:

- common types of blood borne diseases;
- how blood borne diseases can and cannot be spread;
- how to use **Standard Precautions** to protect yourself and a client;
- what to do if you are exposed to blood or body fluids.

Blood borne diseases

The three most common blood borne diseases caused by blood borne pathogens are Hepatitis B, Hepatitis C, and HIV/AIDS. Syphilis and the West Nile Virus are also caused by blood borne pathogens.

Hepatitis B (HBV) is a viral infection that infects the liver. It is a more common infection and more contagious than HIV. Approximately 90% of adults infected with HBV will recover. Some people exposed to HBV may not have any symptoms. A vaccine is available to prevent infection with HBV. Talk to your doctor about whether you should have this vaccine.

See page 256 of the Resource Directory for a sample of a hepatitis B consent form.

Hepatitis C (HCV) is also a viral infection of the liver but causes chronic inflammation with possible scarring (cirrhosis) and causes permanent liver damage. HCV is not as easy to contract as HBV, but is still more infectious than HIV. The majority of people who become infected with HCV remain infected and become chronic carriers of the virus. There are no vaccines currently available.

Both HCV and HBV can be spread through contact with dried blood.

See the Common Diseases and Conditions section page 312 for more information about Hepatitis B and C, as well as A, D, and E.



Human Immunodeficiency Virus (HIV) is a virus that damages the immune system of an infected person. There is no vaccine against HIV. HIV will be covered in more detail in this lesson.

More About Blood Borne Pathogens



How Blood Borne Pathogens are Spread in the Workplace

Blood borne pathogens **CAN** be spread by:

- a needle stick or other puncture wound
- helping a client who is bleeding
- changing linens that are contaminated by blood or other body fluids
- helping to clean up blood, vomit, urine or feces
- changing a dressing or bandage with blood that has oozed from a wound
- contact with broken skin (chapped, weeping, or dermatitis)
- contact with mucous membranes (mouth, nose, and eyes)

Blood borne pathogens **can NOT** be spread by:

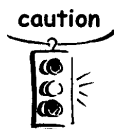
- providing care for a client with a blood borne disease when standard precautions are used
- sharing eating utensils, plates, or glasses
- sharing bathrooms
- through the air
- hugging, shaking, or holding hands

Standard Precautions

Standard Precautions are used any time you may come in contact with a client's blood, body fluids, broken skin, or mucous membranes. Standard Precautions must be used **whether or not you think a client may have a blood borne disease.**

Standard Precautions can include:

- using a protective barrier between you and the blood or body fluids (e.g. gloves, a face mask or goggles, and/or a gown);
- cleaning and disinfecting any surfaces contaminated with blood or body fluids;
- following special laundry procedures;
- properly disposing of contaminated waste;
- handling needles or other sharp objects correctly.



Standard Precautions are used in addition to other routine infection control practices any time there is a risk of exposure to blood or other body fluids.



Protective barriers

Gowns or aprons should be worn when there is a potential for splashing or spraying of blood or body fluids onto your body and clothing from a client.

Masks and goggles should be worn when there is a potential for exposure of blood or body fluids to your mouth, nose, and/or eyes.

Cleaning and disinfecting

Any surface contaminated with body fluids or blood should be cleaned and disinfected immediately. Gloves must always be worn as well as any other protective barriers that the situation calls for. Use paper towels for clean up if possible. Dispose of contaminated materials properly (see below).

Special laundry procedures

Although the risk of exposure from soiled laundry is very small, laundry soiled with body fluids or blood should be treated as contaminated. Always:

- wear gloves;
- put contaminated items in a leakproof, plastic bag or covered hamper until ready to wash;
- handle as little as possible and do not shake items out;
- avoid holding soiled items against your clothing;
- wash items with a detergent and/or bleach according to the manufacturer's directions;
- keep soiled and clean linen separate;
- wash your hands after you are done.



See page 255 of the Resource Directory for tips on how to do laundry.



Proper disposal of contaminated waste

All contaminated items should be placed in a heavy-duty plastic bag, tied shut, and placed in a second plastic bag before putting in the trash can. Label the bag "contaminated".

Normal trash pickup is generally an appropriate way to dispose of contaminated waste.

Handling needles or other sharp objects

Disposable syringes and needles, blades, and other sharp items should be placed in a puncture-resistant container after use. Regulations vary by county regarding how to dispose of the container, so check with your local Health Department or your supervisor if you are unsure. Special containers can be purchased from a pharmacy.

Exposure to Blood Borne Diseases

Kind of exposure	What to do
Your eyes are splattered with blood or body fluids.	Flush immediately with water for at least five minutes. Rinse under clean running water.
Blood or any body fluids get into your mouth .	Rinse your mouth with a 50/50 mix of hydrogen peroxide and water. Then rinse with plain water. Get medical attention for further action.
Both eyes and mouth are exposed .	Immediately rinse both as recommended above and get medical attention for further action.
A needle stick or puncture wound .	Wash thoroughly with soap and water or pour a small amount of hydrogen peroxide on the wound. Get medical attention for further action.
Any bite, scratch, or lesion that may have had blood or body fluid exposure.	<p>Wash the area thoroughly with soap and water or pour a small amount of hydrogen peroxide on the wound.</p> <p>Cover the wound with a sterile dressing. Get medical attention for further action.</p>

Reporting exposure to blood borne diseases

If you are exposed to another person's blood or other potentially infectious materials (OPIM), check with your employer or supervisor for the procedures in your care setting. If you work in a client's home, call your physician to discuss your exposure.

You can also request HIV testing of the source individual. If the source individual does not want to be tested, assistance from the local health officer can be requested, provided the:

- request is made within 7 days of the exposure;
- health officer determines that a "substantial exposure" has occurred. The health officer may make the determination that testing is unnecessary;
- exposure occurred on the job.

See page 257 in the Resource Directory for further information about risk after exposure and follow up and reporting of exposure.

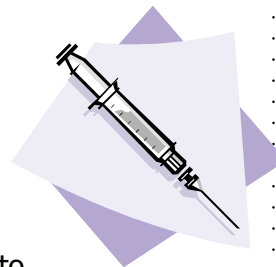


How HIV is spread

HIV is **transmitted** when infected blood, semen, vaginal fluids, or breast milk enter the body through the mucous membranes of the anus, vagina, penis (urethra), or mouth, or through cuts, sores, or abrasions on the skin.

HIV is spread by:

- having unprotected vaginal, anal, or oral sex with an infected person. Unprotected sex is sexual intercourse without consistent and correct condom use.
- using or being stuck with a needle or syringe that has been used by an infected person, including tattoo needles or ink and body piercing needles.
- sharing of drug paraphernalia. The paraphernalia that carries the potential of transmission are the syringe-needle, "cooker", cotton, and/or rinse water. Sharing these items (sometimes called "works") may transmit the virus. Sharing works also has the potential to transmit hepatitis C.
- giving birth. Women with HIV infection can pass the virus to their babies during pregnancy or childbirth.
- breast feeding. Infected moms can pass the virus to their babies through their breast milk.
- receiving blood. The risk of infection through blood transfusions has been practically eliminated since 1985 when careful and widespread screening and testing of the blood supply for evidence of HIV became standard practice.



HIV/AIDS



The highest concentrations of the HIV virus are in the blood, semen, vaginal fluid, and breast milk.

See page 72 for more information on how a blood borne pathogen like HIV may be spread in a caregiving environment.

Anyone who is infected with HIV can transmit the virus. Being infected means the virus is in your body and will be there for the rest of your life. You can infect others if you engage in behaviors that can transmit HIV. You can infect others even if you feel fine, have no symptoms of illness, or don't even know you are infected.

When a person is exposed to HIV

Once a person is exposed to HIV, the virus enters the blood and attaches to certain white blood cells, called T-cells. The role of T-cells is to signal other cells to produce antibodies to fight off pathogens. Producing antibodies is a critical function of our immune system.

With the HIV virus attached to the T-cells, the antibodies produced to fight the HIV virus are unable to do so. Over time, HIV progressively destroys the T-cells and therefore the body's immune system - leaving the person vulnerable to unusual infections, cancer, and other life-threatening disease.

**The CDC Information
Line is
1-800-CDC-INFO.
(1-800-232-4636)**

Symptoms of HIV/AIDS

Early symptoms of HIV may include tiredness, fever, diarrhea, enlarged lymph nodes, loss of appetite, or night sweats.

People with HIV infection can develop many different health problems. These include severe pneumonia, several forms of cancer, damage to the brain and nervous system, and extreme weight loss.

Acquired Immune Deficiency Syndrome (AIDS)

According to the Centers for Disease Control and Prevention (CDC), AIDS begins when a person with HIV infection has a T-cell count below 200 or has one of numerous opportunistic infections and cancers that occur in the presence of HIV infection. Once diagnosed with AIDS, the diagnosis does not change back to HIV if a person's T-cell count goes back above 200.

All people diagnosed with AIDS have HIV, but not all people with HIV have reached an AIDS diagnosis. Medical treatment can delay the onset of AIDS. Without treatment, there is an average of ten years between the time a person is infected with HIV and the start of the symptoms of AIDS.

To stay healthy for as long as possible, it is important for the person to learn his/her HIV status and get treatment as soon as possible. Early detection will allow an infected person to get the treatment needed to take better care of his/her immune system. New drug therapies have been able to sustain the health of a person who has been infected.

Diseases Associated with HIV/AIDS

Common diseases related to HIV/AIDS are called "opportunistic infections" because they are able to attack the body due to the person's weakened immune system. These infections usually pose little or no threat to persons with healthy immune systems. For people diagnosed with HIV/AIDS, these infections may cause one or more of the following diseases.

Pneumocystis carinii Pneumonia – a severe lung infection characterized by dry cough and shortness of breath.

Kaposi's Sarcoma - a skin cancer that causes raised, brownish/purplish lesions on the face, hands, or other areas.

Toxoplasmosis - a disease that invades tissue and may seriously damage the central nervous system, common symptoms may include fever, headaches, confusion and/or seizures.

Cryptococcosis - a disease caused by a fungus, characterized by lesions or abscesses in the lungs, tissue, joints, or brain.

Cryptosporidiosis - a bowel infection caused by a waterborne parasite which causes severe diarrhea, dehydration, and weakness.

Candidiasis - an infection caused by a fungus, characterized by a white, filmy coating of the mouth, esophagus, vagina, or lungs.

Mycobacterium avium-complex (MAC) – infection of the gastrointestinal tract which can rapidly spread to the liver, lymph nodes, and bone marrow. Causes weakness, abdominal pain, fever, and wasting (loss of 10% or greater body weight within 30 days).

HIV-associated Dementia - mild to severe damage to the brain and central nervous system causing confusion, memory loss, motor control problems, mood swings, poor concentration, and personality changes.

Treatment

The treatment focus for HIV/AIDS is on medications that slow the virus and on treating the associated diseases. There is still no cure for HIV/AIDS.

There are a number of antiviral drugs that have been approved to treat HIV/AIDS but the use of these drugs is usually complicated and they have many side effects. There is work being done on new versions of medications and simpler once-a-day dosages.

Research is also being done on ways to make the immune system stronger and on developing a vaccine.

Every local health department should have a person you could contact for HIV/AIDS case management to help an individual find medical or community resources to meet his/her needs.

Look in the Resource Directory page 258 for contacts in your local area.

Testing for HIV/AIDS

Any person exposed to the blood or body fluids of another person may need to be tested for HIV/AIDS. If you work in an adult family home or boarding home, follow the protocol where you work! If you work in a client's home, call your physician to discuss the need for testing.

The window period

Tests for HIV look for antibodies to HIV. The test will not be positive until enough antibodies are present in the blood for the test to find them. After infection with HIV, it can take up to 3 months for HIV antibodies to develop.



The time period between when a person is actually infected with HIV and when antibodies to HIV can be detected in a test is called the window period.

Different people take different amounts of time to develop antibodies after being infected. Most people take between 2-12 weeks after becoming infected to produce enough antibodies to show up on the test. In rare cases, it may take as long as 6 months.



Being tested

According to the CDC, you should be tested for HIV as soon as possible after exposure to get a baseline. You will need to be re-tested during the next several months. Check with your doctor or talk with the staff where you were initially tested for what works in your situation. You must give informed consent for HIV testing, either verbally or in writing, and that consent must be documented.

People may test for HIV at home, at public health departments, through their medical provider, and at family planning or sexually transmitted disease clinics. Testing usually involves drawing a small amount of blood, or providing a saliva or urine sample.

Confidential or anonymous testing

Testing can be either confidential or anonymous. Confidential testing means the results of the test are kept private to all but the person being tested and the health care worker who provides the test and/or medical care to the person. With confidential testing, the person gives his or her real name. Health care providers must also submit a confidential report of positive HIV tests results to local public health officials (see reporting on next page).

Anonymous testing means that the clinic keeps no record of the person's name. They use only a code to process records and blood specimens. Anonymous testing cannot be used in cases of occupation exposure.

Counseling

Pre-test prevention counseling is required only for people at increased risk for HIV infection or for those who request it.

Counseling topics are based on recommendations from the CDC, including risk assessment for getting or transmitting HIV, help in setting behavior change goals and risk reduction strategies, and offering referrals.

Post-test prevention counseling must be offered. Only people who test positive must be provided counseling. In this case, the person is referred to the local health department or other community organizations providing this service.

Reporting

AIDS and symptomatic HIV have been reportable conditions in Washington State since 1984 and 1993 respectively. Starting in 1999, asymptomatic HIV also became reportable.

Providers must report HIV and AIDS cases within three working days of diagnosis.

Positive results obtained through anonymous testing are not reportable. However, when HIV positive patients are seen for health care, or tests are obtained, the health care provider and labs must report the case.

Federal law also requires that states take action to require that a "good faith effort" be made to notify all spouses of HIV-infected persons.

Law against discrimination (RCW Chapter 49.60)

HIV infection and AIDS are medical conditions that are considered disabilities under the Washington State Law Against Discrimination, Chapter 49.60 RCW and the Federal Americans with Disabilities Act.



This means it is illegal to discriminate against someone who has or is **believed** to have AIDS or who is HIV-infected. The areas covered in law are:

- employment;
- rental, purchase, or sale of apartment, house, or real estate;
- places of public accommodation (restaurants, theaters, etc.);
- health care, legal services, home repairs, and other personal services available to the general public;
- applying for a loan or credit card, or other credit transaction;
- certain insurance transactions.

Look in the Resource Directory page 259 for more information about HIV and employment protection.

Difficult realities

Persons with HIV/AIDS and their families and friends face a multitude of very difficult realities. Even with antiviral drugs, persons with AIDS still die prematurely. Persons who are HIV-infected can live 10-12 years or more before developing symptoms, but have to deal with complicated medication schedules and numerous medical appointments.



The infections and cancers that are often part of AIDS can disfigure the body. 90% of all adults with AIDS are in the prime of their life and are not prepared to deal with all of the losses associated with the HIV/AIDS. Many people living with, or working with, people with AIDS have to deal with a succession of losses.

Losses

HIV often produces many losses, which may include the loss of:

- physical strength and abilities;
- mental abilities;
- income and savings;
- health insurance;
- housing, personal possessions, including pets;
- emotional support from family, friends, co-workers, religious and social institutions;
- job;
- independence and privacy;
- social contacts/roles;
- self-esteem
- friends, who may pass away from HIV/AIDS.

Psychological Suffering

Infection with HIV, causes distress for those who have HIV and for those who care for them. Physical weakness and pain can diminish a person's ability to cope with the psychological and social stresses. Often, grief shows up in physical symptoms, including depression, anxiety, insomnia, and the inability to get pleasure from normal daily activities. Some people with HIV/AIDS think about suicide, some attempt suicide, and some kill themselves.

Some of the feelings common for people with HIV/AIDS may include:

- that life, as they knew it, is gone forever;
- disbelief, numbness, and inability to face facts;
- fear of the "unknown" and developing AIDS;
- rejection by family, friends, and co-workers;
- guilt about the disease, about past behaviors, or about the possibility of having transmitted it to others;
- sadness, hopelessness, helplessness, withdrawal, and isolation;
- anger at the disease, at the prospect of a lonely, painful death, at the discrimination that usually accompanies the disease, and at the lack of effective and affordable treatment.

Often the feelings experienced by the caregiver will mirror those of the person with AIDS. Caregivers may experience the same isolation as the person with HIV infection. Finding a support system, including a qualified counselor, can be just as important for the caregiver as for the person who has HIV/AIDS. Support from co-workers can be especially important.



1. True False Most infections are spread through the air.
2. HIV can be spread by: (circle the correct answer)
 - a. Holding hands or hugging.
 - b. Having unprotected sex.
 - c. Sharing utensils or drinking glasses.
3. To effectively kill germs on surfaces, you must: (circle the correct answer)
 - a. Clean with soap and water only.
 - b. Disinfect and then clean with soap and water.
 - c. Clean with soap and water and then disinfect.
4. True False Only use Standard Precautions if you think a client has a blood borne disease.
5. True False It is only mandatory to wash your hands if they look dirty.
6. True False Some people with an infection have no symptoms.
7. A caregiver's job is to break the chain of infection: (circle the correct answer)
 - a. Whenever and wherever you can.
 - b. When it is part of the care plan.
 - c. When you have extra time.
8. The **most** important thing you can do to control infection is to: (circle the correct answer)
 - a. Cover your mouth.
 - b. Wash your hands.
 - c. Get a flu shot.
9. True False There are laws that protect a person living with HIV/AIDS against discrimination.
10. Blood borne pathogens can be spread by: (circle the correct answer)
 - a. Sharing a bathroom.
 - b. Coughing or sneezing.
 - c. Cleaning up blood.
11. True False The only time you must wear disposable gloves is to clean up blood or body fluids.
12. When cleaning any surface with blood, always wear: (circle the correct answer)
 - a. Gloves.
 - b. Goggles.
 - c. An apron.
13. HIV test results are: (circle the correct answer)
 - a. Kept confidential.
 - b. Given to your employer.
 - c. Available on-line.



Module 5

Mobility

Lesson 1

Mobility

Personal Care Skills Covered

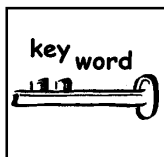
Body mechanics

Helping a client walk

Transfer from bed to chair/wheelchair



Icons to help guide you



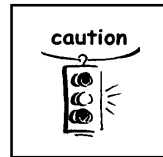
A word to remember



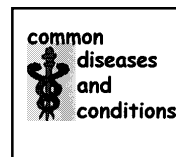
Something to report



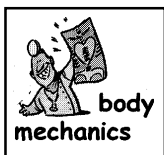
See the Resource Directory



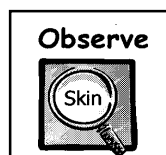
Beware or be careful



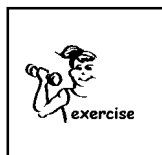
See the Common Diseases section



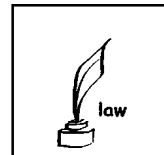
Use proper body mechanics



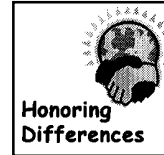
Observe skin



Classroom exercise



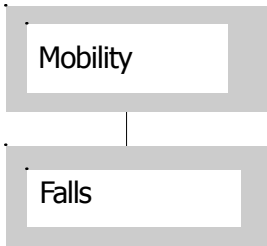
Something in the law



Be alert and respectful

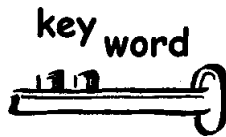
Module 5 - Lesson 1

Mobility



What you will learn in this lesson:

1. Using proper body mechanics to prevent injury.
2. Proper techniques and assistive devices for helping a client walk and transfer.
3. Why falls are a concern for clients, how to prevent falls, and what to do if a client has fallen.



Definition

Assistive devices	Equipment that helps a person perform a task and maintain or regain independence
Body mechanics	A way of lifting to prevent injury
Mobility	Ability to move about
Positioning	How a person is placed when sitting or lying
Transfers	Moving a person from one place to another
Transfer belt/gait belt	A belt worn around the client's waist to aid in transfers and walking
Transfer board	A flat board that enables a person to slide from one level surface to another

Any time you help lift or move a client, use proper **body mechanics** to prevent stress and injury to your spine.

Body Mechanics



Proper Body Mechanics

- ☐ **Before** lifting or moving a thing or person, **test the weight** of the load and make sure you can move it safely. Do not lift it alone if it seems too heavy.
- ☐ **Spread your feet about shoulder width apart with one foot in front of the other** to provide a good base of support.
- ☐ **Bend at the knees** instead of the waist.
- ☐ **Keep your back as straight** as possible.
- ☐ **Bring the load as close to your body** as you can.
- ☐ **Lift with your legs**, using your stronger set of buttock and leg muscles.
- ☐ **Keep your back, feet, and trunk together and do not twist at the waist.** If it is necessary to change your direction when upright, shift your feet and take small steps. Keep your back and neck in a straight line.
- ☐ **Pull, push, or slide objects** instead of lifting when possible.



Encouraging and helping a client to stay mobile greatly impacts his/her physical and emotional well-being.

Many things can limit a client's **mobility**, including:

- balance problems
- vision problems
- hearing loss
- pain
- medication
- certain disabilities
- reduced sense of touch

Common problems that can occur when a client becomes less mobile include:

- pressure ulcers
- urinary problems
- constipation
- increased stress on the heart
- muscle weakness

In addition, becoming less mobile can bring on feelings of helplessness, depression, and anxiety as a client's independence is reduced.

Mobility



Transfers



- **Transfers** are very personal. A client knows what works and doesn't for him/her and will have a definite opinion about how he/she wishes to be transferred.
- Talk with the client about his/her preferences before you do any transfers.
- Be clear and confident with your directions. This helps the client feel more comfortable and secure.



Skill: Transfer Client From Bed To Chair/Wheelchair

1. S.W.I.P.E.S.
2. Position chair/wheelchair close to bed with arm of the wheelchair almost touching the bed.
3. Fold up or remove footrests.
4. Lock wheels on wheelchair.
5. Assist client to roll toward side of bed.
6. Supporting the client's back and hips, assist client to a sitting position with feet flat on the floor.
6. Assist client to put on non-skid footwear.
7. Put on transfer belt, if necessary.
8. Assist client to scoot toward edge of bed.
9. With transfer (gait) belt:
 - Stand in front of client.
 - Grasp belt.
10. Without transfer belt:
 - Stand in front of client.
 - Place arms around client's torso under client's arms.
11. Brace client's lower extremities with your knees to prevent slipping.
12. Alert client you will begin transfer on the count of 3.
13. On signal, assist client to stand.
14. Assist client to pivot to front of wheelchair with back of client's legs against wheelchair.
15. Flex your knees and hips and lower the client into the wheelchair.
16. Have client hold onto armrests for support.
17. Reposition client with hips touching the back of the wheelchair and good body alignment. Remove transfer belt, if used.
18. Position client's feet on footrests.
19. Wash hands as final step.



Assistive devices used for transfers

A **transfer belt** is a belt made of sturdy webbing or twill with a buckle or clasp on it. The transfer belt is placed around a client's waist and is used to help a client transfer or walk. A transfer belt is recommended for clients who need help to transfer.

A transfer belt can be purchased at a local medical equipment supplier. Medical coupons may be available for DSHS clients to cover the purchase of a transfer belt. Encourage the client to check with his/her case manager or talk with your supervisor. If you do not have a store purchased transfer belt, you can use a regular wide belt with a clasp.

The following are **general tips** to remember when **using a transfer belt**.

- Place the belt around the client's clothing, not his/her bare skin.
- The belt should be snug but not too tight. You should be able to comfortably put the flat of your hand under the belt.
- Make sure a woman's breasts are not caught under the belt.

Transfer boards improve a client's ability to transfer with less assistance.

Transfer boards work well for clients that can use their arms to scoot from one side to the other.



Safety with transfers

If the client cannot help with the transfer at all, you need special training and/or adaptive equipment (e.g. a Hoyer Lift) to lift and move him/her. Depending on where you work, talk with your supervisor or the client's case manager about how to get this special training.

The client should never put his/her arms around your neck during a transfer. It can pull you forward, make you lose your balance, and/or hurt your back.

If you feel a strain in your lower back, stop the transfer and get help.

The following are **general tips** to remember when **helping a client to sit on the side of a bed**.

- Make sure the client is not too close to the edge of the bed.
- Instruct the client to bend his/her knees with their feet flat on the bed and to roll onto their side towards you. Watch closely.
- Have the client bring his/her legs off the bed and push up with their arms to a sitting position.
- Encourage the client to use hip walking if able (scooting forward one hip at a time) when scooting towards the edge of a bed.
- Assist the client, if needed, by placing one arm under her/his shoulder and your other arm over his/her thighs. Swing the client's legs off the bed.



The following are **general tips** to remember when **using a drawsheet to lift**.

- Lifting a client with a drawsheet requires two people. Use a draw sheet (a regular sheet folded in half) placed under the person between his/her knees and shoulders.
- Roll up each side of the draw sheet to the client lying in bed, and then lift the client up in bed. Be careful not to drag the client's heels.
- If the client is able, he/she can also assist by bending his/her knees and pushing up while the caregivers use the drawsheet.

The following are **general tips** to remember when **transferring a client from a wheelchair into a car**.

- Position the car away from the curb so the client stands on level pavement, or have the car close to the curb so the client will not have to step down onto the pavement from the curb.
- Have the car door open.
- Position the car seat as far back as possible. The front passenger seat is preferred.
- Make sure the wheelchair is in the locked position.
- Have the client put his/her right hand on the car door.
- Have the client use his/her left hand to push off on the wheelchair to a standing position.
- Have the client turn, face the door, and place his/her left hand on the seat back or door frame and sit down sideways onto the seat.
- Have the client turn in the seat and assist him/her, if needed, in placing one, then the other foot, in the car.
- Reverse this process if transferring the client out of car.
- Non-friction upholstery such as vinyl or leather helps the client to slide easily. A large, plastic garbage can liner can also be used to make it easier for the person to slide.
- Avoid parking the car on an incline.
- Have the car engine off—put the car in park with brakes set.



See the Resource Directory page 261 for more information on wheelchair safety.

Helping a client walk includes helping steady the client while he/she is walking, assisting with difficult parts of walking (e.g. climbing stairs), and helping with assistive devices (e.g. walkers).

Helping a Client Walk

Skill: Helping a Client Walk



1. S.W.I.P.E.S.
2. Put on and properly fasten non-skid footwear on the client.
3. Stand in front of and face client.
4. Brace the client's lower extremities.
5. With transfer (gait) belt:
 - Place belt around the client's waist and grasp the belt while assisting client to stand.
 - Walk slightly behind and to one side (weaker side, if any) of client for the full distance, while holding onto the belt.
6. Without transfer belt:
 - Place arm around client's torso while assisting client to stand.
 - Walk slightly behind and to one side (weaker side, if any) of client for the full distance with arm supporting client's back.
7. Assist client to where he/she is going and remove transfer belt, if used.
8. Wash hands as final step.



The following are **general tips** to remember when **helping a client walk**.

- Clarify with the client where he/she wants to go and assess the client's abilities before assisting the client to walk.
- Before assisting a client to stand, encourage him/her to:
 - lean forward;
 - use a rocking motion as momentum (if able);
 - move his/her legs off the bed;
 - push forward with his/her arms from the bed (if able).
- Keep the client's body as straight as possible when lifting.
- If a client has a weak leg, brace your knee against it as the client stands.
- Once the client is standing, encourage him/her to:
 - stand a few minutes and stabilize his/her balance before walking;
 - stand straight, look forward, and keep a measured, smooth rhythm;
 - use his/her glasses and/or hearing aids;
 - avoid wearing skirts, robes, etc., that fall below the ankles.
- Clear pathways of clutter.



Never help a client stand by pulling on his/her arms. Never put your hands under the client's armpits when assisting a client to stand.

The following are **general tips** when **helping a client climb stairs**.

- The client should **step up with his/her stronger leg first**.
- Stand behind the client when he/she is going up stairs.
- The client should **step down with the weaker leg**.
- Stand in front or at the side of the client when he/she is going down stairs.
- For safety, the client should always use a handrail.
- A transfer belt can also be used for support.

Assistive devices used for helping a client walk

Clients who can bear some weight on their legs but are unsteady and/or need help with balance use walkers.

The following are **general tips** for helping a client **use a walker**. Encourage the client to:

- pick up - do not slide - the walker;
- not lean into the walker;
- place his/her weight on the stronger leg and hands;
- not pull on the walker when standing up.

Straight canes are for balance and are not designed to bear weight. The client must be able to bear weight on both legs and hold the cane.

The following are **general tips** for helping a client **use a cane**.

- The cane should be used on the client's strong side.
- The cane goes forward first, followed by the weaker leg and then the stronger leg.
- Stand on a client's weaker side (if they have one).

Crutches provide support and stability when a client can only bear weight on one foot.

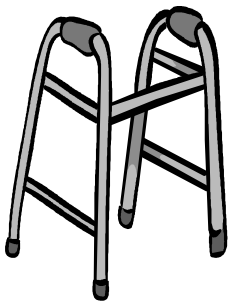
The following are **general tips** for helping a client **use crutches**.

- The crutches should be adjusted to the client's height.
- The crutches should have heavy, rubber suction tips.

Braces provide specific support for weakened muscles or joints or immobilize an injured area. The brace should be custom-made for the individual.

The following are **general tips** to remember when a client **has a brace**.

- The client may need protective padding.
- There may be a prescribed schedule for use and rest.
- Monitor closely for skin irritation or breakdown.

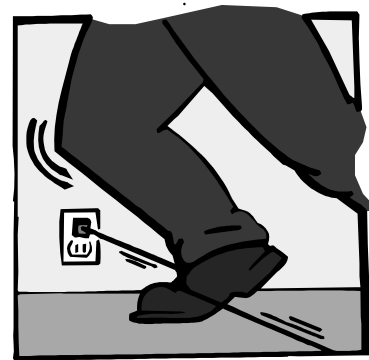


Falls are a major health problem for older adults and can be of concern for people with certain developmental disabilities.

Falls

Fall statistics

- Approximately 75% of the falls in older adults occur in and around the home. The majority of these falls occur while walking or just turning around.
- Each year, 25% of people 65-74 years old that live in the community fall. The rate increases to over 35% among those 75 years and older.
- Older women experience significantly more falls than older men until age 75, when men and women fall at about the same rate.
- 50% of elderly persons who fall do so repeatedly.
- Unsteady shoes increase the risk of hip fractures 6 times.



Things that lead to falls

Many things can lead to falls for a client, including:

- | | |
|---------------------------------|-------------------------------|
| • vision and hearing problems | • seizures |
| • impaired balance or awareness | • medications |
| • reduced strength | • poor hydration or nutrition |
| • alcohol or drug abuse | • slowed reaction time |

For people 65 and older, 50-75% of falls happen in or around the home.

National Center for Injury Prevention and Control

Consequences of a fall

There are many consequences of a fall for a client, including injury, fear, and loss.

Injury

- Falls result in approximately 200,000 hip fractures in older adults each year. Half of these people remain disabled.
- Other injuries often include fracture to the wrist, shoulder, or spine.
- Over 50% of all fatal falls involve people 75 years and older.

Fear and loss

Many clients fear falling (especially if they have fallen before) or lose confidence in their ability to move around safely. This fear can:

- limit his/her daily activities;
- increase his/her feelings of dependence, isolation, and depression;
- lead to a loss of mobility.

Fall Prevention



There are a great number of simple and practical things that can be done to reduce the risk of falling for a client. Report concerns you have about a client falling to the appropriate person where you work.

Encourage a client to:

- have routine eye exams and wear his/her glasses;
- have routine hearing exams and wear his/her hearing aides;
- do strengthening or balance exercises*;
- use a walker or other needed assistive devices;
- exercise*;
- get up slowly after sitting or laying down;
- reduce fall hazards in the home;
- have medications reviewed by his/her doctor.

* A client may require an individualized program designed by a doctor.

Footwear

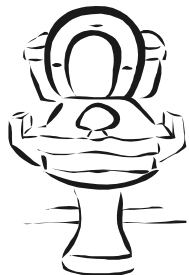
All clients should have sturdy walking shoes that support the foot. Shoes that tie or supportive sneakers with thin, non-slip soles and velcro fasteners to adjust for swelling of the feet are best. Slippers and jogging shoes with thick soles should be avoided.

Fall Prevention Tips

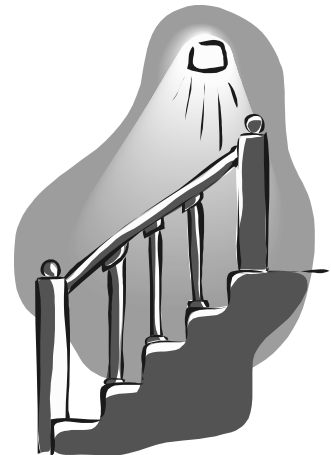


- Keep walkways clear - especially to the bathroom.
- Remove throw rugs and any other things a client may trip over.
- Rooms and stairs should be free of clutter.

- All rooms should have good lighting, especially hallways and stairs.
- Stairs should have a strong hand rail.
- Vary the colors at floor level so you can see where steps and edges are.
- Use nightlights in a client's room, in the hallway, and in the bathroom.
- Avoid long robes, loose-fitting slippers, and high heeled shoes.
- Keep things used most often on lower kitchen cabinet shelves.



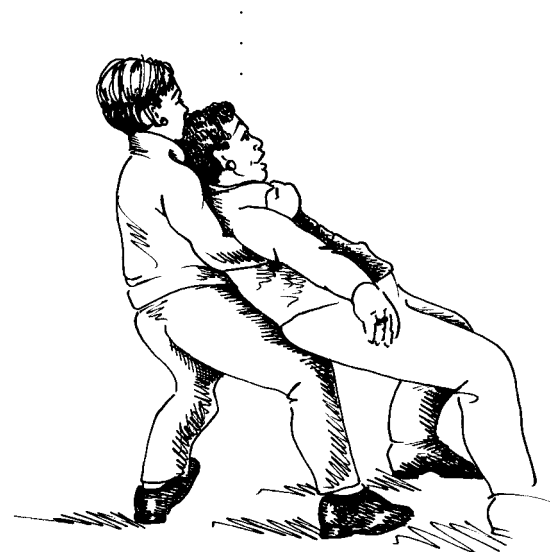
- Use hand rails in tubs and next to toilets.
- Use hand grips to help steady.
- Use safety toilet seats to make standing and sitting easier.
- Use mats in showers and tubs.



What to do if you see a client falling

Follow these steps if you see and can get to a client who is falling.

1. Don't try to stop the fall. You could both be injured.
2. Try to support the client's head and gradually ease the client onto the floor.
3. Keep your back straight, position your feet for a wide base of support. Flex at the knees and hips as you lower the client to the floor.
4. If you are behind the client, gently let him/her slide down your body.



What to do if a client has fallen on the floor

Follow your facility or agency policy about responding to falls. Below are recommended steps to take.

1. Ask the client how he/she feels.
Keep in mind, that most people are embarrassed and may want to get up or tell you everything is fine even if he/she is hurt. Observe the person carefully.
2. If the client says he/she feels **unhurt and comfortable getting up**, observe him/her carefully as he/she does so.

Depending on where you work, you may be expected to assist the client back to his/her pre-fall position. Follow your employer's policies and procedures. If the client has trouble getting up, you can help steady him/her, but **do not lift** him/her up.

If the **client is injured**, your role is to get the client medical help. Individual providers should call 911. Caregivers in adult family homes or boarding homes should know and follow their employer's emergency policies and procedures.

Make the client as comfortable as possible and keep him/her warm by covering with a blanket until the EMTs or other medical help arrives.

Do not give the client anything to drink or move him/her.

3. Document and report the fall to the appropriate person where you work.

Know your facility or agency policy about responding to falls before something happens.





Module 5 Module Review

1. True False If you see a client falling, do not try to stop the fall.
2. True False A transfer belt is only used if the client needs extensive help to transfer or walk.
3. During a transfer, do not have a client put his/her arms on your: (circle the correct answer)
 - a. Neck.
 - b. Shoulders.
 - c. Hips.
4. True False There is little you can do as a caregiver to reduce the risk of a client falling.
5. When helping a client to walk, you should walk slightly behind a client and on: (circle the correct answer)
 - a. His/her stronger side.
 - b. His/her weaker side.
 - c. Either side, it doesn't matter.
6. If a client has fallen and **is injured**: (circle the correct answer)
 - a. Lift him/her to a chair or bed.
 - b. Get him/her medical help.
 - c. Give him/her a glass of water.
7. Proper body mechanics mean you lift with your: (circle the correct answer).
 - a. Back.
 - b. Abdomen.
 - c. Legs.



Mrs. Johnson is an 89-year-old client living with congestive heart failure (CHF) and high blood pressure (hypertension). You have just come in her room and she is sitting in her recliner. She tells you that she got dizzy, fell a while ago, and climbed into the chair. She tells you she is not injured and asks you not to tell anyone she fell. She would like some help getting into her bed now.

RESEARCH:

Review the information on page 301 for CHF, page 314 for hypertension, and pages 91-93 for falls.

PROBLEM SOLVE:

1. Identify what problem(s) a caregiver needs to address in this situation.
2. Pick one problem and brainstorm ways to solve it. Pick a solution.
3. How does this impact how a caregiver provides care?

DEMONSTRATE

One group will demonstrate for the class the proper way to assist Mrs. Johnson out of her chair and assist her to walk to her bed.



Module 6

Communication

Lesson 1

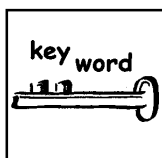
Basic Communication

Personal Care Skills Covered

None



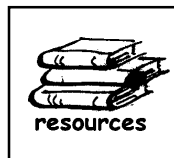
Icons to help guide you



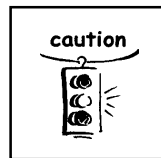
A word to remember



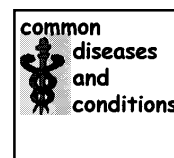
Something to report



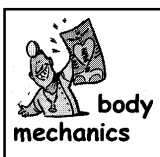
See the Resource Directory



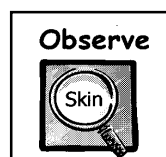
Beware or be careful



See the Common Diseases section



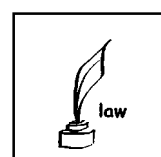
Use proper body mechanics



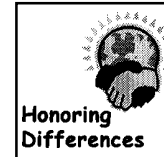
Observe skin



Classroom exercise



Something in the law



Be alert and respectful

Module 6 - Lesson 1

Basic Communication



Managing your
Communication

Active Listening

Managing Challenging
Communication

What you will learn in this lesson:

1. How to effectively manage your communication.
2. The importance and use of body language.
3. How to make sure your message is received correctly.
4. How to be an effective, active listener.

key word



Active listening

A way of listening that focuses entirely on the other person and makes sure you understood what was said

Body language

What you communicate via gestures, posture, facial expression, and eye contact

Feedback

A reaction or response to something

Good communication plays an essential role in developing and maintaining a positive relationship with a client and other care team members. Being a good communicator helps you:

- effectively and respectfully engage and connect with a client;
- communicate in ways that avoids problems, misunderstandings, and/or confusion;
- build trust and respect;
- get the information you need to do your job;
- problem solve effectively;
- ask for what you need.

Everything about you communicates something to others. It is impossible not to communicate, even if you are not talking. Your **body language** communicates messages to others. 90% of the messages you send to others are through your body language and tone of voice.

You are probably unaware of the impact of all of the messages you send to others through your body language. This can be the source of many communication problems in your relationships at work and home.

All of the things you communicate through your body language are lifelong habits. Becoming more self-aware of your body language and tone of voice is the first step in identifying and changing any communication habits that may not be working for you.

Body language communicates your emotions and the inner meaning behind your words to others. Emotions are difficult to cover up. Others pick up on any strong emotions you may be feeling - even if you **think** you are doing a good job of hiding them. It only takes an instant for things like a flash of anger, boredom, or disrespect to get communicated.

Effective use of body language in caregiving

Make sure your body language communicates respect and engages a client.

Gestures

Your gestures should create a feeling of openness and not be distracting.

- Use relaxed, smooth, and open-palm gestures.
- Avoid gestures that communicate tension or disrespect (e.g. tapping your feet, drumming your nails, swinging your legs).

Managing Your Communication

Body Language



Over **90%** of what you communicate is through body language and tone.





Posture

- Hold yourself in a way that looks natural, approachable, and confident.
- Stand at a comfortable distance away from a client (about an arm's length). The amount of distance that is comfortable depends on the person. If in doubt, ask!



Facial expressions

- Use pleasant, calm, open facial expressions.
- Match your facial expressions to your spoken words.
- Smile (if appropriate).

Check yourself frequently during the day to see how much tension you feel in your face. If you notice tightness or stress there, the chances are you may be stressed, upset, or tense. Your facial expressions could easily be communicating these emotions to others. Relax the muscles in your forehead and around your eyes and mouth. Taking several deep breaths can be a good, calming tool.

Eye contact

Good eye contact helps you connect to another person, show your sincerity and openness, and keep another's attention. Avoiding eye contact, in this culture, can make you seem not interested in the other person.

- Make direct eye contact with a client (if appropriate for his/her culture).
- Whenever possible, sit or stand at the same eye level of the person you are talking to.



Effective use of your spoken words

Make sure the words you use and how you speak them helps you respectfully engage and connect with a client.

Words

- Think about what you want to say before you speak.
- Use simple words and common terms you are sure the client understands.
- Make one point at a time.
- Avoid rambling - make your points sharp and clear.
- Clearly pronounce each word without mumbling.
- Avoid using slang words or swearing.

Tone of Voice

- Use a respectful and calm tone.
- Do not speak to a client with tones you would use with a child.
- Use the mid-range of your voice.

Pace of Speaking

- Your pace should be determined by the speed the other person can understand and process what you are saying. Often, though not always, a client may need you to speak slowly as he/she may need more time to process information. When in doubt, ask. "Am I going too fast? I will be happy to slow down".

Volume

- The client should be able to hear you easily without straining.
- Do not speak too loudly. It can be seen as being pushy or irritating.

Matching your body language with what you say

What you say is considered believable and trustworthy when your words, body language, and how you say something all communicate the same thing. When your messages don't match, the listener may become confused or suspicious. You can be viewed as untrustworthy and hurt your working relationship with a client or other care team members.

You don't always have to use words. At times, saying nothing can be the best thing. A simple caring gesture can be the best message you can communicate.



Effectively Engaging a Client

- ☐ Gestures and facial expressions create a feeling of openness and respect
- ☐ Posture looks natural, approachable, and confident
- ☐ Eye contact is appropriate
- ☐ Words chosen are thoughtful and understandable by the client
- ☐ Voice tone is calm, with pace and volume appropriate to the client
- ☐ Body language matches message

Making Sure Your Message Has Been Understood



Feedback is the mirror of communication.

For you to communicate effectively with a client or other care team members, the other person needs to get your message the way you meant it. There are three ways to make sure your message is understood correctly. You need to:

1. Pay attention to how your message was received (**feedback**).
2. Communicate in ways that work best for the client.
3. Try again if it looks like the client didn't get the message the way you meant it.

Feedback

To know if the client has gotten the message the way you meant it, you have to look for feedback.

- Watch a person's body language. Are you seeing a puzzled look or a nod of understanding? Body language gives you important feedback. Good observation skills are important here.
- Ask for it. "Was that clear?" "Did you understand all that?"
- Pay attention to the other person's verbal response. Does it match the type of response you expected? Does it match what his/her body language is communicating to you?

Communicating in ways that work best for the other person

You learned earlier in the course that we use our physical senses to take in information when we learn (learning styles). We also use our physical senses (sight, hearing, touch) to understand the messages sent by other people.

Find out what your client's learning style is so you can tailor how and what you communicate in the way that works best for him/her. This helps you avoid miscommunication, confusion, and creates good rapport.

To learn what a client's learning style may be:

- listen for the words and phrases he/she uses;
- pay attention to how the client handles new information. Do they want to write it down, try it, read it, hear it, etc.?
- ask him/her directly, "would it be better if I wrote this down for you or should I remind you before I leave"?

Communication tips

Some clients may have a disability that makes certain parts of communication challenging. See the next page for some specific tips for working with clients whose disability might make certain parts of communicating challenging.

Communicating with a client who has difficulty...

Hearing

- Get the client's attention verbally or by touch (e.g. tap the person gently on the shoulder or arm).
- Face the client directly and keep your hands away from your face. Make sure there is enough light so the client can easily see your face.
- Speak slowly and carefully form your words.
- Use short, simple sentences.
- Reduce background noise and distraction as much as possible.
- Use gestures and facial expressions to help explain yourself.
- Check to make sure the client has understood what you said before moving on.
- Avoid chewing gum.



People over the age of sixty-five rank hearing loss as one of the most limiting of health problems. Yet, 60% of people who need hearing aids don't get them. See the Resource Directory page 262 for more information on how to encourage a client to get a hearing test or wear his/her hearing aids.

Communicating with a client who has difficulty...

Speaking

- Ask questions in a way that lets the client respond with one word, hand gestures, or a nod of the head.
- Watch the lips of the client to see if you can pick up any additional clues.
- Reduce background noise and distraction.
- Use pictures or props. Keep paper and pencil handy.
- Be patient. If you do not understand, ask again.
- Limit the amount of time of your conversations so you don't tire the client.

Communicating with a client who is living with a...

Cognitive impairment

- Speak slowly in a calm, soft, low, tone of voice.
- Ask one question at a time and wait for the response.
- Use exact, positive statements and phrases.
- Use simple, one step directions.
- Show how to do a task as well as explain it.
- Provide cues to help with transitions (e.g. "In five minutes, we'll be going to lunch").
- Reinforce information with pictures or other visual images.
- Include the client in your conversations, if appropriate. Never talk as though the client is not there.
- Remember, a person who has cognitive limitations is often very sensitive to your body language and tone. Keep your negative emotions in check.

Communicating with a client who is living with a ... Disability

- Treat the person as you would any other adult.
- Don't be afraid to ask questions when you're unsure of what to do.
- Just be yourself. Use a normal tone of voice and body gestures. Relax. Don't be embarrassed if you happen to use common expressions such as "Do you want to take a walk," or "I wish you could have seen it?" that might relate to a person's disability.
- Don't talk down to a person with disabilities. Gauge the pace, complexity, and vocabulary of your speech according to his/hers.
- If you have trouble understanding, don't nod or pretend that you do understand. Ask the person to repeat what he/she has said. If, after trying, you still cannot understand the person, ask him/her to write it down or find another way to communicate.
- Don't assume because someone has a disability, he/she needs help. The fastest way to find out if someone needs assistance, is to ask them. If he/she does want help, ask how before you act.
- Speak and ask questions directly to the person with a disability, not to another person who may be accompanying the person.
- When referring to a person's disability, be mindful of the language that you use. Talk about or refer to the person first - not a label. Say "person with a disability" rather than "a disabled person".
- If a conversation will last more than a few minutes and the person needs to sit or uses a wheelchair, sit down or kneel to communicate at eye level.
- When introduced to a person with a disability, it is appropriate to offer to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. Shaking hands with the left hand is also fine.



Active Listening

When listening to others, rate how often you do the following.

	Never	Sometimes	Often	Always
1. Daydream or think about other things instead of listening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Think about what you're going to say instead of listening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Judge what the person is saying instead of listening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Interrupt or talk over the person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Let your emotions get in the way of hearing the other person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Stop what you are doing to listen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Give the person your complete attention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Make sure your body language shows you are listening (make eye contact, nod your head, lean towards the person)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Make sure you fully understood what the person has said	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Module 6 - Lesson 1

Basic Communication

Listening requires more than hearing words. It requires a desire to understand another human being, an attitude of respect, and a willingness to stay open to seeing things from another's point of view.

Active listening helps you:

- stay focused on the other person;
- have a better chance of understanding his/her message correctly;
- avoid misunderstandings;
- better understand what you are asked to do;
- connect with another person;
- show and receive respect.

Active listening takes energy, practice, and concentration. Listen with your whole self actively involved. Pay attention to both the content and the feelings of the person speaking.

The following are seven keys to becoming an effective active listener.

1. Stop Talking! You can't listen and talk at the same time.

2. Put yourself in the other person's place. Put yourself in the client's shoes and try to understand what he/she feels - not what **you** think he/she should think or feel. Don't assume that you know what the client is going to say. Fully understand what the other person is saying before you jump to your own conclusions or judgments.

3. Show the person you want to hear them. Face the other person - keeping good eye contact. Keep an open posture. Nod your head. Add comments that let the client know you are listening. For example, "I see." "Mm hmm." "Oh, really?" Make sure your body language continues to show interest throughout the conversation.

4. Give the person your full attention. Stop what you are doing and show the client you are interested in hearing what he/she has to say. Stay present during the conversation. Do what you can to limit distractions. Ask the client's permission to turn off the TV, close the door, or take a breath and stop what you're doing.

5. Be patient and respectful. Don't interrupt. Give the client time to finish before you jump in. Let the conversation be at the client's pace - not yours.

Active Listening



People are more likely to talk with you and let you help them if they feel you truly listen and understand them.

6. Watch your own emotions. If you have a strong emotional reaction to what you hear, be extra careful to listen carefully. Take a deep breath and relax. When you are emotional, you can miss critical parts of what is being said to you. Stay aware of your body language. You are likely to send negative messages if you are upset.

7. Make sure you understood the message. As a listener, there will be times when you are confused or not sure you fully understood what the speaker said. Here are some effective ways to verify or check things out.

Restating: In your own words, restate the client's basic ideas to test your understanding. This will help make sure you got the message as it was intended. You don't have to agree with what the client has said in order to do this effectively.

Clarifying: Ask questions and get more information if you don't understand something. Don't wait and risk your confusion growing into a larger misunderstanding. "I am confused by this point..." "I need more information to understand what you have said..."

Empathizing: If the client is upset, use your own words to acknowledge his/her feelings. "I can see you are frustrated..."

Barriers to Effective Communication

Anything that blocks good communication is a barrier to communication. The following are some common areas where caregivers may experience communication problems with the client or other care team members.

Environmental Barriers

Environmental barriers are things in the surroundings that in some way don't encourage communication. Environmental barriers can include:

- noise from a loud TV, radio, etc.;
- interruptions, such as other people walking in and out of the room or answering a telephone call in the middle of a conversation;
- physical problems such as it being too hot or cold or poor ventilation.



If we were supposed to talk more than we listen, we would have two mouths and one ear.

-Mark Twain

Ways to overcome environmental barriers, include:

- Limit distractions as much as possible. Request politely the person turn down the TV or not answer the phone when you are having a conversation.
- Plan a different time to talk when there are fewer distractions, interruptions, or more privacy.
- Dress for the environment. It is difficult to concentrate when you are physically uncomfortable.

Conversational Bad Habits

Conversational bad habits are habits that immediately stop or interfere with good communication. Three common conversational bad habits are imposing your point of view, advising, and avoiding. These habits need to be avoided when working with a client or other care team members.

Imposing your point of view is when you override the speaker. The other person often ends up feeling defensive and misunderstood. You impose your point of view by:

- judging - "This wouldn't have happened if you weren't so..."
- name-calling - "You stupid jerk, why..."
- ordering - "Go do this right now""
- threatening - "If you don't do this, I will make sure..."
- using offensive words - "^*(&^*"

Advising is when you automatically step in to solve the person's "problem". This can be particularly harmful when you offer a solution without being asked to give one or when you don't have a complete understanding of the problem. Even when you mean well, the other person can end up feeling resentful or put down. Avoid saying things like, "If I were you, I would..." or "You should have thought before you did ..."

Avoiding is when you sidestep a conversation because you are uncomfortable or just don't feel the need to talk about something. Changing the subject or drawing attention to yourself are ways of avoiding a conversation. Avoid saying things like, "Let me tell you about something similar that happened to me"... or "Well, enough about that, did you see that show on TV last night"?



When you are arguing with a fool, make sure he isn't doing the same thing.

- Unknown

Managing Challenging Communication



Although conflict with others can be uncomfortable, conflict itself isn't always bad. Conflict can be positive when it helps people:

- clarify important problems and issues;
- resolve a problem;
- release emotions in a healthy way;
- come to a place of trust and understanding.

However, unresolved or poorly handled conflict or problems can be damaging, and in certain cases, even dangerous to you or a client's emotional and/or physical well-being.

Dealing with difficult behaviors

Difficult behaviors in others can make your life miserable if you let them. Since you can't change the other person, learn to focus on changing the way you react to them.

Good communication and active listening skills help in conflict or problem situations.

One important goal when dealing with difficult behaviors in others is to remain calm and balanced. There are a variety of ways to do this. Practice them so you can use them successfully when they are needed most.

To remain calm and balanced when faced with difficult behaviors:

1. Train yourself to recognize when you are reacting. Then, make a conscious choice how you want to respond.
2. Use the tools you have practiced (see below and on the next page for some examples).
3. Practice a gentle assertiveness on your own behalf. Standing up for yourself avoids a buildup of resentment, hurt, or angry feelings.



Getting back to calm and balance

When faced with negativity, our natural response is to react with negativity. To stop negative reactions, try:

- staying focused on achieving what you want.
- breathing deeply.

A woman is like a tea bag. You never know how strong she is until she gets into hot water.

— Eleanor Roosevelt.

- being patient with yourself. Look at each difficult exchange as a lesson in how to deal with others.
- focusing on the **behaviors** that are difficult, **not the person**.
- repeating a positive phrase to yourself (e.g. "I am calm and centered").
- imagining a scene, person, or experience that gives you a feeling of calm.
- remembering that you have options, such as asking for politeness or leaving the room/area.
- remaining quiet until you feel yourself centered and balanced.

Tips for dealing with specific difficult behaviors

Some caregivers may be in situations where a client's behavior becomes difficult. Difficult behaviors can include things like a client becoming angry or violent, sexually inappropriate, or disrespectful towards you.

This may be caused by several factors, including:

- his/her disease or condition;
- side-effects of medication;
- environmental factors (e.g. too much noise or distractions);
- your way of communicating with a client.

See the Resource Directory pages 264-266 for tips on handling these types of difficult behaviors.



"In the middle of difficulty lies opportunity."

— **Albert Einstein**



Module 6 Module Review

1. True False Your body language communicates respect when your facial expressions and gestures are open and relaxed.
2. True False Most of what you communicate is through the words you speak.
3. To communicate effectively with a client, he/she needs to: (circle the correct answer)
 - a. Like what you have to say.
 - b. Understand what you said the way you meant it.
 - c. Sit close to you when you are talking.
4. When faced with difficult behaviors from others, it is best to: (circle the correct answer)
 - a. React in a similar manner.
 - b. Remain calm and balanced.
 - c. Defend yourself at all costs.
5. To be an effective active listener: (circle the correct answer)
 - a. Stay focused on the task you are doing.
 - b. Stop what you are doing and focus on the speaker.
 - c. Focus on what you want to say while the speaker is talking.
6. A client is upset and you are not sure you have understood what he is telling you. You should: (circle the correct answer)
 - a. Let it go. If it is important it will come up again.
 - b. Restate his basic ideas in your own words to test your understanding.
 - c. Tell him you aren't going to listen until he calms down.
7. To make sure what you say communicates respect and engages the client, you should: (circle the correct answer)
 - a. Think about what you want to say before you speak.
 - b. Say whatever comes to your mind.
 - c. Say what you think the client wants to hear.
8. True False Offering a solution to a client's problem without being asked can be a barrier to good communication.
8. True False Your body language has little impact on how a client reacts to you.



Module 7

Skin and Body Care

Lesson 1

Skin Care

Lesson 2

Body Care

Personal Care Skills Covered

Turn and Reposition a Client

Mouth Care

Clean and Store Dentures

Shaving With a Safety Razor

Fingernail Care

Foot Care

Bed Bath

Assist Client with Weak Arm to Dress

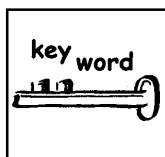
Put Knee-High Elastic Stocking on Client

Passive Range of Motion - Shoulder

Passive Range of Motion - Knee and Ankle



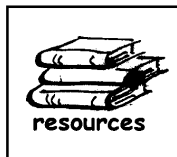
Icons to help guide you



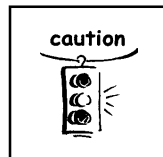
A word to remember



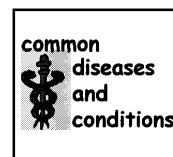
Something to report



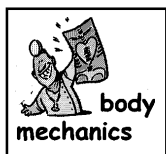
See the Resource Directory



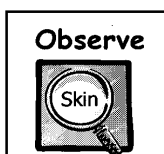
Beware or be careful



See the Common Diseases section



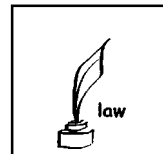
Use proper body mechanics



Observe skin



Classroom exercise



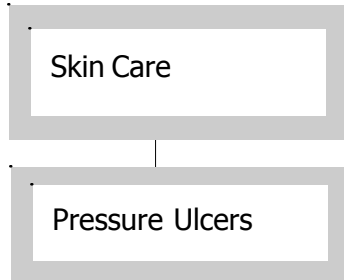
Something in the law



Be alert and respectful

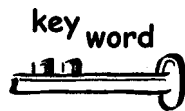
Module 7- Lesson 1

Skin Care



What you will learn in this lesson:

1. A caregiver's role in client skin care, including:
 - promoting healthy skin;
 - routinely observing a client's skin;
 - knowing the types of skin problems to look for;
 - documenting and reporting skin problems immediately.
2. What pressure ulcers are and how to help prevent them.



Definition

Nurse Delegation	When an RN delegates nursing tasks to qualified NACs or NARs
Pressure ulcers or Pressure sores	Skin breakdown or injury caused by pressure that damages the skin and underlying muscle
Pressure points	Places on the body where the bone causes the greatest pressure on the muscles and skin
Self-Directed Care	When an in-home client directs an Individual Provider to help him/her with health related tasks
Skin breakdown	Any break in the skin, creating a risk for infection and further injury
Sterile dressing	A protective, bacteria-free, covering put on an injury

The four important caregiving roles in client skin care include:

1. Promoting healthy skin.
2. Routinely observing a client's skin.
3. Knowing the types of skin problems to look for.
4. Documenting and reporting problems immediately.

Skin is the first line of defense a client has to heat, cold, and infection. Skin changes as we age and sometimes because of a chronic illness. These changes can lead to the:

- skin becoming thinner and dryer - tearing easier and not healing as easily;
- loss of the layer of fat just below the skin, decreasing the ability to stay warm;
- sweat glands losing the ability to cool in heat;
- loss of the ability to feel pain, heat, or light touch.

There are five ways to help a client keep his/her skin healthy.

1. Keep skin clean.

- Keep skin, nails, hair, and beards clean.
- Set up a routine bathing schedule.
- When bathing, use warm, **not hot**, water, and **mild** soaps. Monitor water temperature to avoid burns for any client who has lost the ability to feel heat.
- Take extra care to make sure skin folds are clean and dry for clients who are obese. Skin folds hold bacteria, dirt, and old skin cells.
- In-between baths, clean the skin as soon as you see something on it.

2. Keep the skin dry.

- Use pads or briefs that absorb urine and keep moisture away from the skin for clients with incontinence. Use a cream or ointment as further protection for the skin.
- Avoid using "blue pads" or disposable waterproof under pads that can hold moisture on the skin. A waterproof **cloth** pad that can be laundered and reused is a good alternative.

3. Use moisturizing creams and lotions.

- Gently apply lotion to dry skin regularly.

A caregiver can apply:

- non-prescribed ointments or lotions (e.g. dandruff shampoo or body lotion to prevent drying of skin);
- or change a band-aid in response to a first-aid situation.

A caregiver can **NOT**:

- change **sterile dressings**;
- apply a prescribed lotion or ointment used to treat a condition (unless under **Nurse Delegation** or **Self-Directed Care**).

Skin Care

Promoting Healthy Skin Care




4. Encourage good nutrition.

- Diet contributes a great deal to healthy skin. Encourage a client to eat a healthy, well-balanced diet and to drink plenty of fluids (unless on a fluid restriction). See pages 135-142 for more detailed information about good nutrition and page 148 for more information about getting enough water.

5. Encourage mobility.

- Encourage a client to stay as mobile as possible.
- Encourage activities or exercise that help increase circulation.

Skin Problems a Caregiver May See	
Type of Problem	What is it?
Pressure Ulcers (or Bed Sore) 	Skin breakdown or injury caused by pressure and/or weakened skin that damages the skin and underlying muscle.
Stasis/Venous Ulcers	A chronically open area, caused by poor circulation of the blood in the veins. Early symptoms are a rash or a scaly, red area and itching. The skin around the ulcer becomes a discolored reddish-brown. This occurs most often on the lower legs and feet.
Arterial Ulcers	Round open areas on the feet and lower leg due to lack of blood flow to the legs.
Rashes and Infections	Most rashes are raised, red, bumpy areas on the skin that are often itchy. Skin infections are a break in the skin, like a scratch, where bacteria have spread and caused an infection.
Burns	Skin that is damaged by fire, sun, chemicals, hot objects or liquids, or electricity. Burns are classified according to how deeply the skin is damaged. 1 st degree burns are when the skin is reddened and maybe swollen and tender. 2 nd degree burns usually have blisters, intense redness, pain and swelling. 3 rd degree burns are the most serious and involve all layers of the skin.
Skin Cancer/Lesions	Abnormal growth on the skin that usually doesn't spread and is treatable. A more dangerous kind of skin cancer is melanoma. Melanomas are irregularly shaped and may be described as a "strange mole" or a mole that is changing. If a client has a strange mole, encourage him/her to contact his/her doctor.

Observe a client's skin whenever you are doing personal care. Look at the client's skin at least once a day.

What to Look For

Observe



- ☐ Redness or other changes in coloring
- ☐ Swelling
- ☐ Changes in temperature (warm or cold)
- ☐ A break in skin
- ☐ Rashes, sores, or a gray or black scab over a pressure point
- ☐ Odor
- ☐ Pain



Observing any of these signs could be an indication of a skin problem and should be reported to the appropriate person in your care setting.

What causes pressure ulcers

Immobility is the number one cause of pressure ulcers. When a person sits or lies in a position too long without moving, the weight of his/her body puts pressure on the skin and muscle. The pressure can be from a bone pressing against another part of the body or from a mattress or chair. This unrelieved pressure cuts off blood supply to the skin. Without a blood supply, the skin - and eventually the muscle under it - dies and a pressure ulcer forms.

The amount of pressure needed to cause a pressure ulcer ranges from a small amount of pressure for a long time to high pressure for a short time.

Pressure ulcers can also be caused when the skin is weakened by:

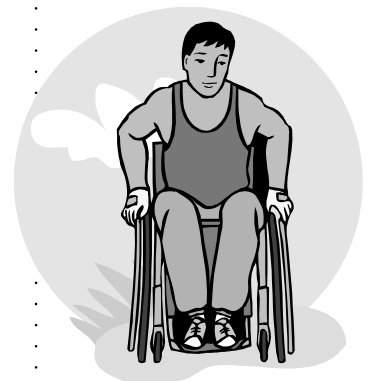
- friction;
- too much moisture on the skin;
- dryness and cracking;
- age;
- irritation by urine or feces;
- lack of good nutrition and/or drinking enough fluids;
- certain chronic conditions or diseases - especially those that limit circulation.

High risk for pressure ulcers

Clients who are fully or partially immobile or with weakened skin are at high risk for getting a pressure ulcer. This includes clients:

- in wheelchairs or who spend a lot of time in a chair or bed;
- who have had a pressure ulcer in the past;
- who are paralyzed;
- who have unmanaged incontinence;
- with poor nutrition or dehydration;
- with a chronic illness, like diabetes, that decreases circulation;
- with cognitive impairments that make him/her forget to move;
- who have a decreased ability to feel sensation;
- who are obese or too thin.

Pressure Ulcers

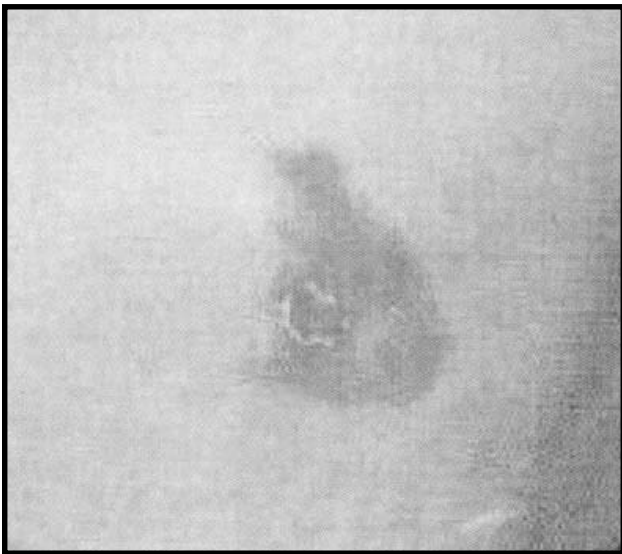


What pressure ulcers look like

What a pressure ulcer looks like depends on how severe it is. The first signs of a pressure ulcer include:

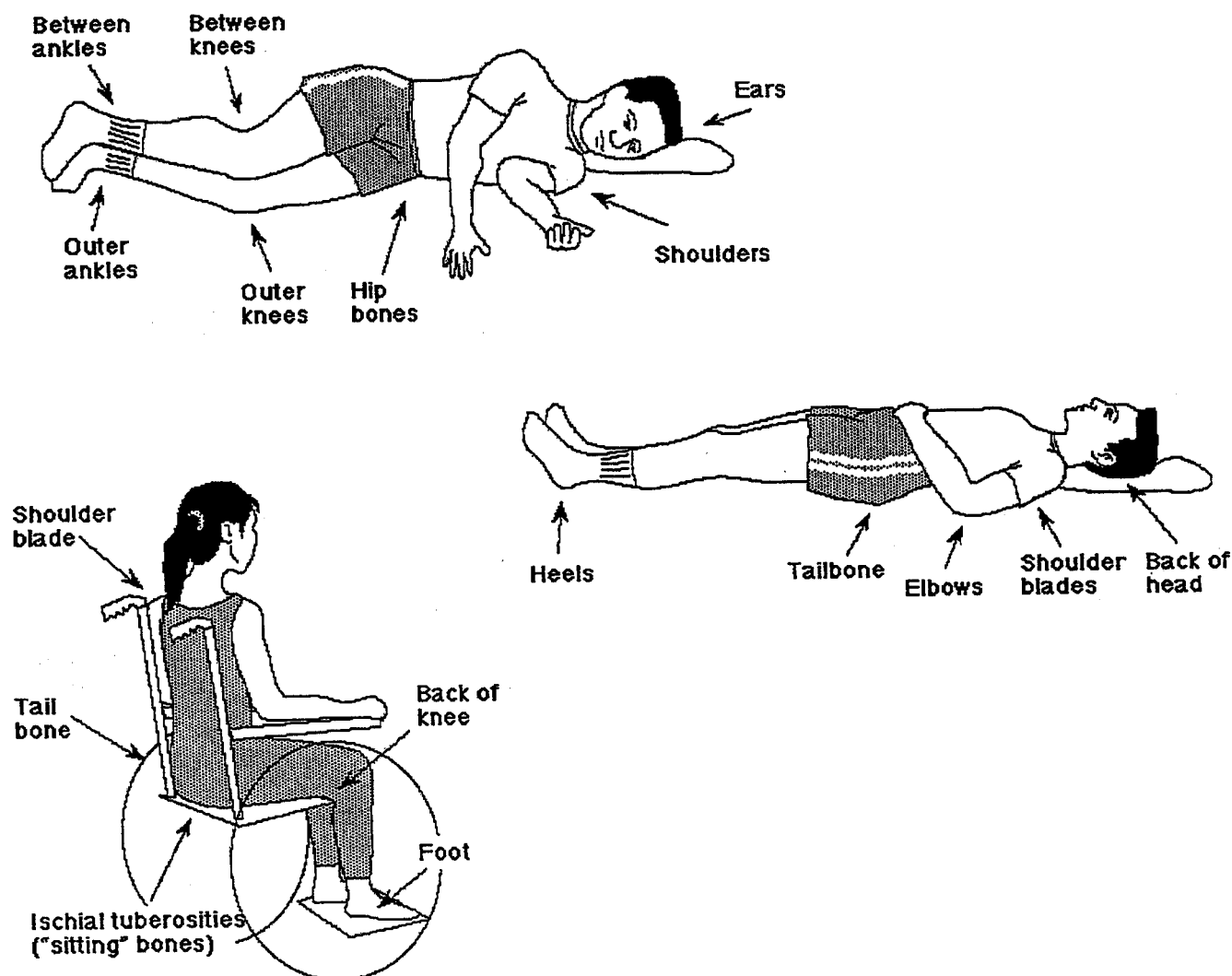
- redness on unbroken skin lasting 15-30 minutes or more in people with light skin tones. For people with darker skin tones, the ulcer may appear red, blue, or purple. If in doubt, compare the area to the other side of the client's body.
- any open area - it may be as thin as a dime and no wider than a Q-tip.
- an abrasion/scrape, blister, or shallow crater.
- texture changes - the skin feels "mushy" rather than firm to the touch.

A pressure ulcer can sometimes look like a gray or black scab. Beneath the scab is a pressure ulcer. If you notice a scab over a **pressure point**, report it to the appropriate person in your care setting. Do not remove the scab. If a pressure sore is beneath it, this could cause damage or lead to infection.



Pressure points

Pressure points are likely areas for pressure ulcers.



What to do if you see a problem

Anytime you see redness on unbroken skin or feel heat in the area lasting 15-30 minutes or more - especially at a pressure point:

- reposition the client off of the red area immediately to remove pressure from the area.
- **report it** to the appropriate person where you work. Make sure you know ahead of time who to report to about this kind of situation. Document your concerns.



Do not:

- massage the area or the skin around it.
- use a heat lamp, hair dryer, or "potions" that could dry out the skin more.

Changing a Client's Position

A client needs to change position frequently to protect his/her skin. A pressure ulcer can start in as little as one to two hours for clients in bed and unable to move. Clients who sit in chairs and can't move can get pressure ulcers in even less time because the pressure on the skin is greater.



caution

A client confined to bed should change position **at least every 2 hours**. A person confined in a chair or wheelchair should shift his/her weight in the chair at least **every 15 minutes for 15 seconds** and change position at least **every hour**.

Preventing friction to the skin

Friction is caused when skin is rubbed against or dragged over a surface. Even slight rubbing or friction on the skin may cause a pressure ulcer - especially for those clients with weakened skin.

Special care by a caregiver must be made when transferring and positioning a client. A client must always be:

- lifted - not dragged when transferring;
- positioned in a chair or bed correctly so he/she cannot slide down;
- positioned on smooth linen or clothing.

Skill: Turn and Reposition a Client in Bed



1. S.W.I.P.E.S.
2. Bend client's knees.
3. Before turning client, move client's body towards self.
4. Place your hands on the client's hip and shoulder and gently roll the client over on his/her side away from you.
5. Position client in proper body alignment:
 - head supported by pillow;
 - shoulder adjusted so client is not lying on arm and top arm is supported;
 - back supported by supportive device;
 - top knee flexed, top leg supported by supportive device with hip in proper alignment.
6. Cover client with top sheet.
7. Remove gloves (if used) and wash hands as final step.



The following are **general tips** to remember when **repositioning a client**.

- Make sure there is room to roll the client.
- Tell the client to look in the direction they are being rolled.
- Do not roll the client by pulling or pushing on his/her arm.



Skin care tips for positioning a client confined to a bed or chair

- A special mattress that contains foam, air, gel, or water may be used. A doctor or the case manager can help the client get special equipment. Check the mattress daily to make sure it is working properly.
- Do not use donut-shape cushions. They reduce blood flow and cause tissue to swell. This increases the risk of a client getting a pressure ulcer.
- Choose a position that spreads weight and pressure most evenly.
- Use pillows or wedges to keep knees or ankles from touching each other.
- Place pillows under the client's legs from mid-calf to ankle to keep a client's heels off the bed if a client can't move at all.
- Never place pillows directly behind the knee. It can affect blood circulation and/or increase the risk of blood clots.
- Be cautious about raising the head of a bed. This puts more pressure on the tailbone and allows the client to slide, possibly causing a pressure ulcer. Lying flat can be a problem for clients who have difficulty breathing. If this is the case, the head of the bed should not be raised at more than a 30° angle, unless necessary for breathing.
- Avoid positioning a client directly on the hipbone when he/she is lying on their side. Tuck pillows behind a client's back when in this position.



Mr. Bernard is a 44-year-old client who had a stroke (CVA) six months ago. The results from the stroke have left Mr. Bernard depressed. He has weakness on his left side and needs help with many care tasks including positioning himself in bed. Since this morning, Mr. Bernard has refused to get out of bed and has stayed in the same position for several hours.

RESEARCH:

Review page 321 on stroke (CVA) and page 305 for depression. Review information on pages 113-117 on pressure ulcers and changing a client's position.

PROBLEM SOLVE:

1. Identify what problem(s) a caregiver needs to address in this situation.
2. Pick one problem and brainstorm ways to solve it. Pick a solution.
3. How does this impact how a caregiver provides care?

DEMONSTRATE

One group will demonstrate for the class repositioning Mr. Bernard in his bed, making sure to avoid pressure on areas at risk for skin break down.

Module 7- Lesson 2

Skin and Body Care

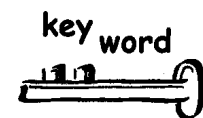


Personal Hygiene

Assisting a Client to Dress

What you will learn in this lesson:

1. Your role in helping a client perform personal hygiene, bathing, body care, and getting dressed.



Definition

Body care

Helping the client with exercises, skin care, and changing dry bandages

Personal hygiene

Cleaning and grooming of a person, including care of hair, teeth, dentures, shaving, and filing of nails

Range of motion

How much a joint can move

Personal hygiene is a very important part of helping to keep a client's skin and body healthy. Being well-groomed is also an important psychological and physical boost for most people. This lesson covers the personal hygiene tasks you may be asked to help a client do.

Personal Hygiene



Mouth care

Proper care of the mouth and teeth supports a client's overall health and helps prevent mouth pain, eating difficulties, speech problems, digestive problems, tooth decay, and gum disease.

To help prevent decay and gum disease, teeth should be brushed twice a day with fluoride toothpaste (if available). It is even better to brush after every meal. Teeth should be flossed at least once a day to clean between the teeth where the brush misses.

Watch for, document, and report any sore areas in the mouth, changes in tissue, complaints a client may have in eating comfortably, or anything unusual inside the client's mouth.

See the Resource Directory page 267 for more information on gum disease, dry mouth, and oral cancer.



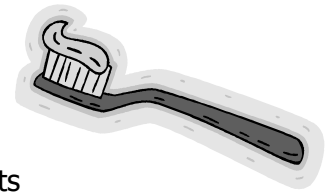
Skill: Mouth Care



1. S.W.I.P.E.S.
2. Ensure client is in an up-right sitting position.
3. Put on gloves.
4. Place towel across client's chest before providing mouth care.
5. Moisten toothbrush or toothette and apply toothpaste.
6. Clean entire mouth (including tongue and all surfaces of teeth), with brush or toothette, using gentle motions.
7. Assist client to rinse his/her mouth.
8. Hold basin to client's chin.
9. Wipe client's lips and face, and remove towel.
10. Dispose of soiled linen in soiled linen container.
11. Clean and return toothbrush, toothpaste, etc. to proper storage.
12. Remove gloves and wash hands.

The following are **general tips** when helping a client with **mouth care**.

- When assisting with brushing, use short, circular movements, gently brushing the teeth with a massaging motion around each tooth. Make sure to work in a pattern so no teeth are missed.
- A soft bristle toothbrush is recommended by dentists and should be replaced when the bristles get worn (normally every three months).
- Make sure you have good light and can see what you are doing.
- Be careful not to touch the toothbrush bristles or any oral health item to other surfaces such as the counter, the sink, your bare hands, etc.
- Do not contaminate faucets, drawer handles, or other surfaces by touching with gloves that have been in contact with the client's mouth.
- If a client has difficulty grasping a toothbrush, make the handle bigger with a sponge, rubber ball, or adhesive tape. An electric toothbrush may be easier to manage than a manual brush in this case.
- Toothettes, moistened gauze pads, or "Oral-B Brush-Ups" may not clean the teeth completely and can push food further into the spaces between the teeth. These products are useful in cleaning mouth tissues when the client has no or just a few teeth, or for a client who is unable to open his/her mouth.



The following are **general tips** when helping a client with **flossing**.

- Start with a strand approximately 18 inches long.
- Use a prethreaded flosser or floss holder (a great assistive device), or wrap the floss around the middle finger of both hands.
- Use your thumbs and forefingers to control the floss.
- Gently ease the floss between the client's teeth using a gentle back and forth motion.
- Carefully rub up and down, gently moving the floss from under the gum line to the top of the tooth. Keep the floss against the tooth so you don't injure the gums.
- If a client has not flossed before or recently, the gums may bleed when you floss. If the client has heavy deposits on his/her teeth, it may be difficult to get the floss between his/her teeth.



Denture Care

Like natural teeth, dentures must be properly cared for to last. If the client does not have any teeth or wears dentures, gums and mouth should be brushed and cleaned at least twice daily.

Watch for, document, and report any problems a client may have with dentures such as discomfort, trouble eating, speech problems, complaints of the dentures not fitting correctly, sore spots under or around the denture, or odor.



Skill: Clean and Store Dentures



1. S.W.I.P.E.S.
2. Put on gloves.
3. Line sink/basin with a towel/washcloth or by filling it with water.
4. Obtain dentures from client or gently remove them from client's mouth if he/she is unable to do so. Take the lower denture out first, then the upper denture.
5. Rinse dentures in cool running water before brushing them.
6. Apply toothpaste or denture cleanser to toothbrush.
7. Brush dentures on all surfaces.
8. Rinse all surfaces of denture under cool, running water.
9. Rinse denture cup before putting dentures in it.
10. Place dentures in clean denture cup with solution or cool water.
11. Return denture cup to proper storage.
12. Clean and return supplies and equipment to proper storage.
13. Dispose of sink liner.
14. Remove gloves and wash hands.

The following are **general tips** when helping a client with **denture care**.

- Allow dentures to soak overnight (or for several hours, depending on dentist's recommendations or the client's preference).
- Inspect dentures for cracks, chips, or broken teeth.
- Dentures can chip, crack, or break even if only dropped a few inches. They are also slippery. Take extra care to avoid dropping them.
- Place clean dentures on clean surfaces, such as the denture cup after it is rinsed.
- Avoid hard-bristled toothbrushes that can damage dentures.
- Do not put dentures in hot water - it can warp them.

- Do not soak dentures in bleach water. Bleach can remove the pink coloring, discolor the metal on a partial denture, or create a metallic taste in a client's mouth.
- Ask the client what denture cleaning product he/she uses. Hand soap, mild dishwashing liquid, or special denture cleaners are all acceptable. Do not use powdered household cleaners that are too abrasive.
- Don't let dentures dry out - they lose their shape.
- Never soak a dirty denture. Always brush first to remove food debris.



Skill: The Shave (With Safety Razor)

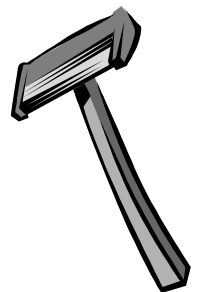
1. S.W.I.P.E.S.
2. Put on gloves.
3. Ask client if he/she wears dentures. If so, make sure they are in his/her mouth.
4. Wash face with warm, wet washcloth.
5. Apply shaving lather to the area you are going to shave.
6. Hold razor securely.
7. Hold skin taut with free hand and shave with smooth even movements in the direction of hair.
8. Rinse safety razor in warm water between strokes to keep the razor clean and wet.
9. Shave sides first, then nose and mouth.
10. Wash, rinse, and dry face.
11. Clean equipment and put away.
12. Remove gloves and put in appropriate container.
13. Wash hands as final step.

Observe



The following are **general tips** when helping a client with **shaving**.

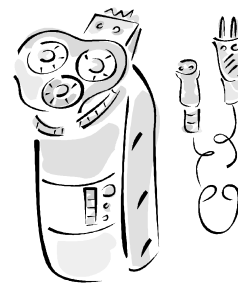
- Do not press down hard or move the razor/shaver too fast over a client's face.
- Shave the most tender areas of the face (the neck area below the jawbone) first and then move up to the tougher areas of the face between the ears, nose, and mouth.



Clients taking blood thinning medication should be encouraged to use an electric razor.

If using an electric razor,

- Clean the shaver's screen and cutter regularly. It is good to clean a shaver after every third shave, and best after every shave.
- All electric razors are not the same. It takes time for a client's face to adjust to using a different brand electric shaver.



Nail care

Nail care includes both fingernails and toenails. Nail care may be a part of the bath routine.



If a client has a circulatory problem or diabetes, **you may not cut the client's toe or fingernails.**

Skill: Fingernail Care



1. S.W.I.P.E.S.
2. Put on gloves.
3. Put water in bowl. Test water temperature to make sure it is safe and comfortable before placing client's fingers in water. Adjust if necessary.
4. Place water at a comfortable level for client.
5. Put client's fingers in water and allow to soak.
6. Dry client's hand including between fingers. Pat, don't rub dry.
7. Clean under nails with orange stick. Wipe orange stick on towel after each nail.
8. Groom nails with file or emery board.
9. Finish with nails smooth and free of rough edges.
10. Empty, rinse, wipe water bowl, and return to proper storage.
11. Dispose of soiled linen properly.
12. Remove gloves and wash hands.

The following are **general tips** when helping a client with **fingernail care**.

- Sawing back and forth with an emery board and going too deep into the corners can split and weaken nails. Go from side to side in one direction or file each nail tip from corner to center.
- Cuticles act as a barrier to infection. Do not clip them.
- Apply a moisturizing cream or lotion to the hands and cuticles after you are done.



Skill: Foot Care



1. S.W.I.P.E.S.
2. Put on gloves.
3. Put water in basin. Test water temperature. Ensure it is safe and comfortable before placing client's feet in water. Adjust if necessary.
4. Put the client's foot completely in the water.
5. Supporting foot and ankle properly throughout procedure, remove foot from water, wash entire foot, including between toes, with soapy washcloth.
6. Rinse and then dry entire foot, including between toes. Pat, don't rub dry.
7. Gently clean dirt out from under nails using orange stick.
8. File or cut nails, straight across, as needed with clippers or emery board.
9. Put lotion in your hand and massage lotion on client's entire foot. Remove excess (if any) with towel.
10. Assist client to replace socks and shoes.
11. Empty, rinse, wipe bath basin, and return to proper storage.
12. Remove gloves and wash hands.

Observe



The following are **general tips** when helping a client with **foot care**.

- Inspect your client's feet regularly for changes in color (especially redness), temperature, blisters, cuts or scratches, cracks between the toes, or other changes. Document and report any swelling or redness you notice around the area.
- Monitor minor cuts and keep them clean.
- Do not put lotion in-between the toes - the lotion causes moisture that promotes fungal growth.
- Do not cut down the corners of a client's toenails or dig around the nail with a sharp instrument.
- Never cut the nails too short as this may cause ingrown toenails.
- After cutting, file the nails downwards.
- Cuticles act as a barrier to infection. Do not clip them.

Bathing

A bath leaves all of us feeling refreshed and in a more relaxed frame of mind. A bath serves other important purposes for a client, including it:

- cleans the skin;
- stimulates circulation;
- provides movement and exercise;
- provides an opportunity to observe the client's skin.

Observe



How often baths should be given depends on the client's physical condition, age, skin type, and personal wishes. Bathing can take place in a tub, shower, in a bed, or as a sponge bath. Baths given in the tub may be more enjoyable for the client if he/she is able to do so.

Older people and some people with chronic illnesses have less skin oil and perspiration. Therefore, they may not need a daily bath or may only need a sponge bath.

Bathing equipment

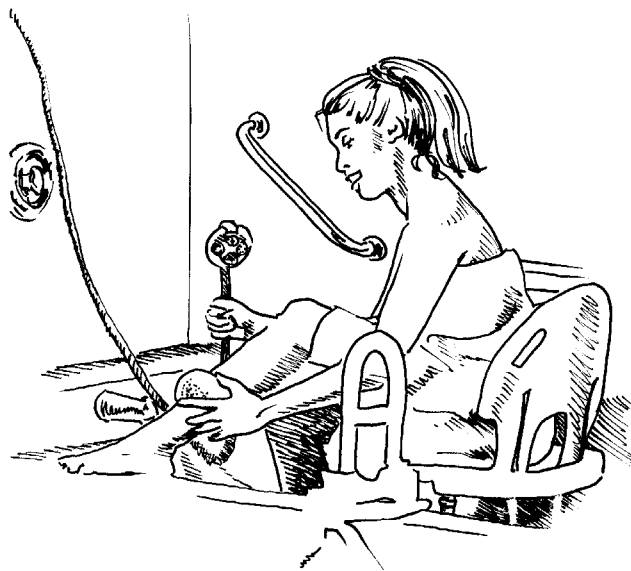
Ideally, the bathroom should have the following equipment:

- bath mat;
- bath bench;
- hand held shower;
- grab bars in the right places.

If the bathroom does not have these items, talk with the appropriate person where you work to find out how a client can get needed equipment.

The following are **general tips** when helping a client with a **bath**.

- When assisting with a bath, start at a client's head, work down and complete his/her front first, unless the client has another preference.
- Use less soap - too much soap increases skin dryness.
- Fragile skin requires a very gentle touch.
- Make sure the lighting is good.
- Make sure the bathroom is warm and without drafts.



Skill: Bed Bath



1. S.W.I.P.E.S.
2. Put on gloves.
3. Remove or fold back top bedding. Keep client covered with bath blanket or top sheet.
4. Remove client's gown/sleep wear.
5. Test water temperature and ensure it is safe. Adjust if necessary. Replace the water at anytime it gets soapy, cool, or dirty.
6. Wet washcloth (no soap) and begin with the eyes. Use a different area of the washcloth for each eye, washing inner to outer corner.
7. Wash the rest of the face, ears, and neck, using soap (if the client prefers).
8. Rinse. Dry areas with a towel – pat, don't rub.

Observe



9. Expose one arm and place a towel underneath it. Support the client's arm with the palm of your hand underneath the client's elbow. Wash the client's arm, shoulder, and armpit. Rinse and pat dry.
10. Place the client's hand in the water basin. Wash the client's hand, rinse, and pat dry. Repeat with the other arm and hand.
11. Wash, rinse, and pat dry the client's chest and abdomen.
12. Uncover one of the client's legs and place a towel lengthwise under the foot and leg. Bend the knee and support the leg with your arm. Wash the leg, rinse, and pat dry.
13. Slide the client's foot in to the water basin. Wash the client's foot, rinse and pat dry. Repeat with the other leg and foot.
14. Assist the client to turn on his/her side, away from you. Place a bath blanket or towel along side his/her back.
15. Wash the client's back and buttocks, rinse and pat dry.
16. Assist the client to his/her back. Provide privacy and let the client perform his/her own perineal care (Assisting with this will be covered later).
17. Assist client to get dressed.
18. Assist the client to get up, or assist in a comfortable position if remaining in bed.
19. Remove bedding that may have gotten wet.
20. Empty, rinse, wipe bath basin and return to proper storage.
21. Place soiled clothing and linen in proper container.
22. Remove gloves and wash hands.

You may also be asked to help a client with a shower instead of a bath. This can include helping get the client into a shower, washing body parts a client can't reach, assisting the client out of the shower, and getting dried and dressed.

The following are **general tips** when helping a client with **a shower using a bath bench**.

- Make sure the floor is dry when assisting someone in or out of a shower.
- Make sure all equipment is secured and locked before assisting someone on or off of the equipment.
- Encourage the client to do as much as he/she can.
- If help is needed, make sure to move body parts gently and naturally, avoiding force and over-extending limbs and joints.
- When assisting a client off a bath bench, make sure the person is dried off well so he/she doesn't slip.
- Look for skin problems, especially at pressure points and feet.

Clients who need assistance with dressing often have difficulty doing things that require small finger movements like buttoning, zipping, putting on socks, and/or lacing up shoes.

Clients who have had a stroke or are paralyzed for other reasons are likely to have had some rehabilitation and instruction on how to dress.

Assistive devices for dressing

There are many helpful tools to assist a person to dress independently. Your job may be to assist the client in using these tools to get dressed. Examples of common tools are:

- velcro in place of buttons or shoelaces.
- zipper pulls attached to a zipper's metal tab to give the client added leverage in closing and opening the zipper. A large paper clip can also be used.
- extended shoehorns that allow the client to get on his/her shoes without bending over.

Types of clothing

Certain types of clothing also can make it easier for the client to get dressed, including:

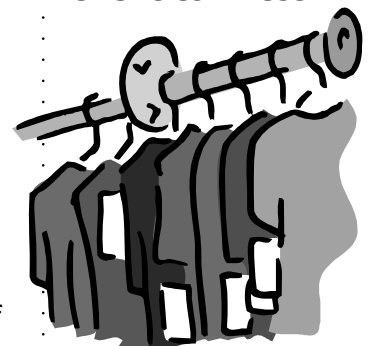
- pants and skirts that pull on;
- items that fasten in front including front-fastening bras, blouses, shirts, and pants;
- clothes made of fabric that stretches, such as knits;
- velcro fasteners and large, flat buttons that are easier to open and close.



Observe



Assisting a Client to Dress



Client choice in clothing

Choosing clothing is a very personal statement. Clients need to choose what they want to wear. It may not be what you would choose, but if the clothing is appropriate for the weather, clean, and in good repair, do not interfere with the client's choice.



A client's clothes need to fit correctly. Clothes that are too loose or tight can be a sign of a change in the client's condition or a safety problem and should be reported to the appropriate person in your care setting.

Skill: Assist Client with Weak Arm to Dress



1. S.W.I.P.E.S.
2. Ask client what he/she would like to wear.
3. Remove client's gown/sleep wear while protecting privacy.
4. Assist client to put the weak arm through the correct sleeve of the shirt, sweater, or slip.
5. Assist client to put strong arm through the correct sleeve.
6. Assist client to put on skirt, pants, shirt, or dress, and non-skid footwear.
7. Puts on all items, moving client's body gently and naturally, avoiding force and over-extension of limbs and joints.
8. Finish with client dressed appropriately (clothing right side out, zippers/buttons fastened, etc.) and seated.
9. Place gown in soiled linen container.
10. Wash hands.

Observe



The following are **general tips** when helping a client **get dressed**.

- Make sure the room is warm and comfortable.
- Encourage the client to do as much of the dressing as he/she can. Assist with what client is unable to do. Be very patient if it takes longer.
- Be gentle. Do not overextend a client's limbs or use force to get clothing on.
- Once the client is dressed, check and make sure his/her shoelaces are tied, buttons done, zippers up, and shirt tails tucked in.
- If your client wears dentures, eyeglasses, hearing aids, etc., make sure he/she has them.
- Wear gloves if there is a chance you will come in contact with blood or body fluids.

Elastic stockings

Clients with poor circulation to the feet or swelling due to fluid in the tissue (edema), may wear elastic stockings.

When assisting with this task, make sure to watch for any changes in skin color, temperature, swelling, or open areas on the legs. Document and report changes or abnormal skin conditions.

Observe



Skill: Put Knee-High Elastic Stocking on Client

1. S.W.I.P.E.S.
2. Have client elevate leg(s) 15 minutes.
3. Turn stocking inside out, at least to heel area.
4. Place foot of stocking over toes, foot, and heel moving client's foot and leg naturally, avoiding force and over-extension of limb and joints.
5. Pull top of stocking, over foot, heel, and leg.
6. Make sure stocking is smooth, with no twists or wrinkles, and is not too tight over the client's toes.
7. Wash hands.

The following are **general tips** when helping a client with **elastic stockings**.

- Encourage the client to have you assist with putting on elastic stockings first thing in the morning.
- Encourage the client to let you put the stockings on while he/she is in bed.
- Make sure that the heel of the stocking is in the correct place.
- Make sure to check the stockings frequently for wrinkles after the client is dressed. Wrinkles in the stockings can cause the client's skin to breakdown and lead to a pressure ulcer.

Observe



Passive range of motion exercises

Passive range of motion exercises help keep a client's joints flexible and strong, reduce stiffness, and/or increase the range of motion in a specific area.



Skill: Passive Range of Motion for One Shoulder



1. S.W.I.P.E.S.
2. While supporting the limb through the following exercises, move joint gently, slowly, and smoothly through the range of motion to the point of resistance. Stop if pain occurs.
3. Support client's arm at elbow and wrist, while performing range of motion for shoulder.
4. Raise client's straightened arm toward ceiling, back towards the head of bed and return to a flat position. Repeat at least 3 times.
5. Move client's straightened arm away from client's side of body toward head of bed, and return client's straightened arm to midline of client's body. Repeat at least 3 times.
6. Place client's flexed elbow at client's shoulder level, rotate forearm toward head of the bed and rotate forearm down toward hip. Repeat at least 3 times.
7. Wash hands.

Skill: Passive Range of Motion for One Knee and Ankle



1. S.W.I.P.E.S.
2. While supporting the limb through the following exercises, move joint gently, slowly, and smoothly through the range of motion to the point of resistance. Stop if pain occurs.
3. **Knee.** Support client's leg at knee and ankle while performing range of motion for knee.
4. Bend the knee to the point of resistance and then return leg flat to bed. Repeat at least 3 times.
5. **Ankle.** Support foot and ankle while performing range of motion for ankle.
6. Keeping the client's foot on bed, push/pull foot toward head and push/pull foot down, toes point down (as if pushing down or letting up on a gas pedal in a car).
7. Repeat at least 3 times.
8. Wash hands.



- The following are **general tips** when helping a client with **passive range of motion exercises**.
- Encourage the client to relax during the exercises.
- Perform each exercise slowly and consistently. Do not start and stop mid-range.
- If the muscle seems especially tight, slowly pull against it. Gentle, continuous stretching on a muscle will relax it.
- Stop if you see signs of pain on a client's face or the client reports feeling pain.
- Depending on where you work, additional training may be required before helping a client with full passive range of motion exercises.



1. True False Dehydration is the leading cause of pressure ulcers.
2. True False To position a client correctly in a bed, choose a position that spreads weight and pressure evenly.
3. A client confined to a bed must change position every: (circle the correct answer)
 - a. 1 hour.
 - b. 2 hours.
 - c. 3 hours.
4. Clients at high-risk for pressure ulcers are people: (circle the correct answer)
 - a. That smoke.
 - b. With unmanaged incontinence.
 - c. With food allergies.
5. To help keep a client's skin healthy, encourage him/her to: (circle the correct answer)
 - a. Use under pads that hold moisture on the skin.
 - b. Eat a well-balanced diet and drink plenty of fluids.
 - c. Take a bath daily using plenty of hot water.
6. True False Wrinkles in elastic stockings can lead to a pressure ulcer.
7. Anytime you see redness on a client's unbroken skin lasting 15-30 minutes or more - especially at a pressure point: (circle the correct answer)
 - a. Remove pressure from the area immediately.
 - b. Increase pressure to the area immediately.
 - c. Do nothing - but watch it closely for the next few hours.
8. When helping with passive range of motion exercises, move the joint gently to the point of: (circle the correct answer)
 - a. Pain.
 - b. Resistance.
 - c. Comfort.
9. To take good care of a client's dentures, always soak them in: (circle the correct answer)
 - a. Bleach.
 - b. Hot water.
 - c. Cool water.
10. True False When helping a client with a bed bath, replace the water every 2 minutes.



Mr. Stevens is a 78-year-old client living with diabetes. Today when helping him with foot care, you notice two new sores on his feet. He asks you to clip his toenails and clean and bandage the sores. He tells you not to worry about the sores, that they are just part of his diabetes.

RESEARCH:

Review page 308 about diabetes.

PROBLEM SOLVE:

1. Identify what problem(s) a caregivers needs to address in this situation.
2. Pick one problem and brainstorm ways to solve it. Pick a solution.
3. How does this impact how a caregiver provides care?

DEMONSTRATE

One group will demonstrate for the class foot care.



Module 8

Nutrition and Food Handling

Lesson 1

Nutrition

Lesson 2

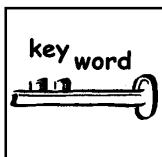
Food Handling

Personal Care Skills Covered

Assisting a Client to Eat



Icons to help guide you



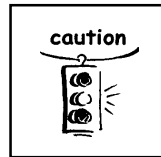
A word to remember



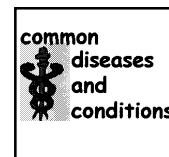
Something to report



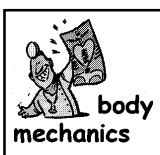
See the Resource Directory



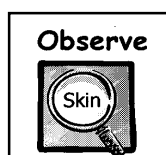
Beware or be careful



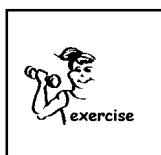
See the Common Diseases section



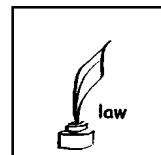
Use proper body mechanics



Observe skin



Classroom exercise



Something in the law



Be alert and respectful

Module 8 - Lesson 1

Nutrition



Nutrition Basics

Assisting a Client
with Eating

Special Diets

Water, the Forgotten
Nutrient

What you will learn in this module:

1. The basics of nutrition.
2. How to read food labels and use them to make healthy food choices for shopping and meal planning.
3. Signs of poor nutrition and when to report.
4. How to assist a client with eating.
5. Special diets a client may require.
6. The importance of knowing whether a client has any food allergies.
7. The importance of hydration to a client's health.

key word



Definition

Allergy

High sensitivity and reaction to certain substances (e.g. certain foods, pollen, bee sting)

Dehydration

Not enough fluid in the body

Dysphagia

Difficulty swallowing

Nutrition

The body's process of taking in and using food

Nutrients

Any substance plants or animals need to live and grow

As a caregiver, your role in meal preparation is to understand the basics of good **nutrition** and encourage your client to make healthy food choices. This can include helping a client:

- plan meals and shop;
- prepare or assist a client in fixing a meal;
- clean up after meals.

Healthy food choices are especially critical for a client. Good nutrition can:

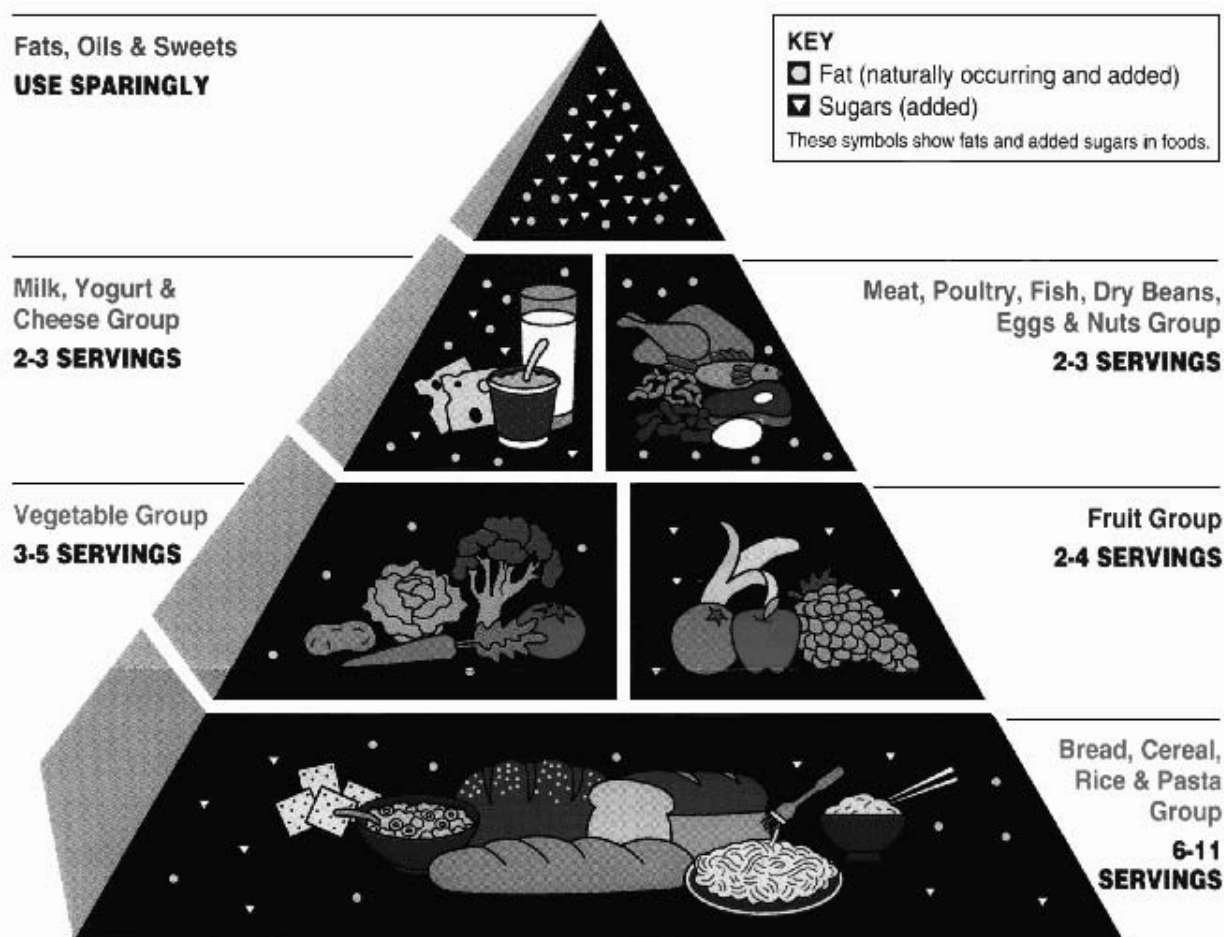
- increase overall health and energy - prolonging independence;
- prevent or control certain diseases (e.g. diabetes, osteoporosis, heart disease, high blood pressure, cancer, tooth decay);
- reduce bone fractures.

A healthy diet means choosing a variety of healthy foods and setting limits to how much and how often less healthy foods are eaten. The United States Department of Agriculture (USDA) Food Pyramid shows with pictures the types of food (groups) people should eat and in what quantities each day.

Nutrition Basics



The Food Pyramid (Pyramid)



The Pyramid shows a range of servings for each food group. The number of servings needed depends on a person's age, sex, weight, and how active he/she is. By knowing a client's recommended calorie intake and activity level, you can assist the client to figure out approximately how many servings of each food group he/she needs daily. *

		Activity Level		
	Age	Sedentary	Moderately Active	Active
Female	19-30	2000	2000-2200	2400
	31-50	1800	2000	2200
	51+	1600	1800	2000-2200
Male	19-30	2400	2600-2800	3000
	31-50	2200	2400-2600	2800-3000
	51+	2000	2200-2400	2400-2800

Calories	About 1,600	About 1,800	About 2,000	About 2,200
Grain Group servings	5	6	6	7
Vegetable Group Servings	4	5	5	6
Fruit Group servings	3	3	4	4
Milk Group Servings	3	3	3	3
Meat Group	5 oz.	5 oz.	5 1/2 oz.	6 oz.

What counts as a serving?

Bread, Cereal, Rice, and Pasta Group (Grains Group) - whole grain and refined

- 1 slice of bread
- About 1 cup of ready-to-eat cereal
- 1/2 cup of cooked cereal, rice, or pasta

Vegetable Group

- 1 cup of raw leafy vegetables
- 1/2 cup of other vegetables - cooked or raw
- 3/4 cup of vegetable juice

Fruit Group

- 1 medium apple, banana, orange, pear
- 1/2 cup of chopped, cooked, or canned fruit
- 3/4 cup of fruit juice

Milk, Yogurt, and Cheese Group (Milk Group)

- 1 cup of milk or yogurt
- 1 1/2 ounces of natural cheese (such as cheddar)
- 2 ounces of processed cheese (such as American)

Meat, Poultry, Fish, Dry Beans, Eggs, and Nuts Group (Meat and Beans Group)

- 2-3 ounces of cooked lean meat, poultry, or fish
- 1/2 cup of cooked dry beans or 1/2 cup of tofu counts as 1 ounce of lean meat
- 2 1/2 ounce soyburger or 1 egg counts as 1 ounce of lean meat
- 2 tablespoons of peanut butter or 1/3 cup of nuts counts as 1 ounce of meat

Module 8 - Lesson 1

Nutrition

Page 136

*Information based on the the USDA and US Department of Health and Human Services 2005 Dietary Guidelines for Americans

Four basic nutrition guidelines help provide the **nutrients** needed for good health without getting too many calories, saturated fat, cholesterol, sugar, or sodium. To make healthy food choices, most people should eat foods:

Four Basic Nutrition Guidelines



Low in ... Saturated Fat
Salt
Empty Calories



High in ... Fiber

Fats help the body absorb certain vitamins, provide energy, and protect the body and organs from injury. While fat is important, we only need a small amount. Over time, too much fat leads to weight gain. Certain types of fat can increase the risk of heart problems, stroke, or complications in people with diabetes.



Fats




- As a caregiver, you need to be aware of the:
- different types of fat and which is better for you and your client;
 - amount and type of fat to use in healthy cooking;
 - importance of choosing and preparing foods lower in saturated fat.

Unhealthy fats

Saturated fat, trans fat, and foods already high in cholesterol (liver, other organ meats, and egg yolks) are more likely to cause problems. A diet high in these types of fats can raise blood cholesterol levels and should be eaten in small amounts.

Watch for the word hydrogenated to help spot trans fats.

Saturated fats are solid at room temperature and found mostly in foods from animals and a few plants. Trans fats are created when liquid vegetable fats or oils are hardened.

Where Fats are Found		
<p>Saturated fats from animals</p> <ul style="list-style-type: none">• meat• lard• the skin and fat of chicken• butter, cream, milk, cheeses, ice cream		<p>Saturated fats from plants</p> <ul style="list-style-type: none">• coconut oil• palm oil 
		<p>Trans fats are found in</p> <ul style="list-style-type: none">• vegetable shortenings• some margarines• crackers• cookies and other commercial bakery products• snack foods 

Healthier fats

Unsaturated fats (oils) do not raise blood cholesterol.

Unsaturated fats are normally plant oils that are liquid at room temperature including:

- canola, olive, peanut, corn, soybean, and safflower oil;
- sesame and sunflower seeds and oils.



Unsaturated fats can also be found in most nuts, olives, and fatty fish like salmon or tuna. Use unsaturated fats instead of saturated fats - but still in moderation.

Fat intake per day

Aim for a total fat intake of 30% of total calories each day (or less). Only 10% of total fat intake should be from saturated fats. Trans fats should be limited as much as possible. Clients with heart problems, stroke, or diabetes may be on a low fat diet.



Total Daily Calories	Saturated Fat in grams	Total Fat/Day in grams
1,600	16 or less	53 or less
1,800	18 or less	60 or less
2,000	20 or less	67 or less
2,200	22 or less	73 or less

Tips to reduce saturated fats

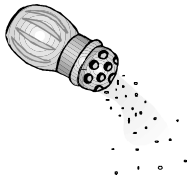
- **Choose low fat dairy food** such as skimmed or semi-skimmed milk, low fat yogurt, cheese, ice cream, and pudding.
- **Choose lean meat or skinless chicken** and trim all visible fat before cooking.
- **Use low fat cooking methods** such as grilling, barbecuing, stir-frying, dry roasting, or poaching.
- **Skim the fat** off the top of cooled gravies, sauces, soups, or stews.
- **Cook with unsaturated oils and spreads** like olive or canola oils.
- **Choose tomato based sauces** rather than creamy sauces. Avoid creamy style soups.

Sodium helps to maintain the body's water balance, blood pressure, and prevent dehydration. Too much sodium can lead to high blood pressure.



Salt

Most of us eat too much salt. A great deal of salt is added during food processing. Even if salt is not added while cooking or at the table, your client could still be getting too much salt in his/her diet.

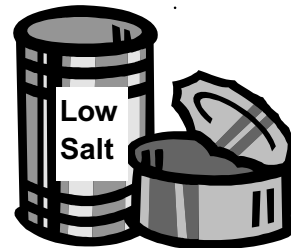


Salt intake per day

The Dietary Guidelines for Americans recommends a goal of 1500 mg. of sodium per day with no more than 2,300 mg. for healthy adults. Sodium intake may be lower for your client depending on his/her health. Clients with congestive heart failure or high blood pressure most likely will be on a low salt diet.

Tips to reduce sodium

- Look for and use sodium-free, low, reduced, light in sodium, or no salt added processed foods.
- Compare the level of salt in processed foods - the amount can vary widely between brands.
- Choose fresh, frozen, or canned vegetables and meats without salt added.
- Be "spicy" instead of "salty" when cooking. Flavor foods with a variety of herbs, spices, lemon, lime, or vinegar.
- Avoid the salt shaker or fill it with a herb substitute instead.
- Choose fewer canned, ready-cooked, or boxed meals such as noodle casseroles or rice dishes.
- Limit highly salted foods such as corned beef, bacon, luncheon meats, pickles, chips, crackers, pretzels, or preserved meats.



Look for these phrases on food labels	
On Label	Sodium per Serving
Sodium-free	5 mg or less
Very low sodium	35 mg or less
Low sodium	140 mg or less
Light in sodium	at least 50% less sodium than regular version
Reduced sodium	at least 25% less sodium than regular version
No salt added, unsalted, or salt free	5 mg or less

Empty Calories

Carbohydrates (sugars and starches) supply the body with energy in the form of glucose. Sugars can be found naturally in foods or added to foods. Added sugars often supply calories but few or no nutrients (empty calories).

Choose carbohydrates wisely. Choose foods in the basic food groups (fruits, vegetables, grains, and milk). Limit the amount of foods with large amounts of added sugars. Empty calories make it difficult to consume enough nutrients without gaining weight.



See the Resource Directory pages 268-270 for more information on adding more fruits and vegetables into your diet.



See the Common Diseases and Conditions section on page 308 for more information about diabetes, carbohydrates, and diet.

Fiber

Dietary fiber is the part of foods we eat that cannot be digested. Fiber, also known as bulk or roughage, can help lower blood cholesterol and prevent heart disease, digestive problems, or digestive diseases. Fiber can also help to prevent or control constipation and/or hemorrhoids.

Looking to the Pyramid for fiber intake

Fiber is found in fruits, vegetables, whole grains, nuts, legumes (lentils and beans).

Bread, Cereal, Rice, and Pasta Group

- Choose whole-grain breads and cereals with “whole wheat flour,” “stone-ground whole wheat flour” or “100 percent whole wheat flour” as the first ingredient.
- Experiment with different whole grains such as couscous, barley, bulgur, quinoa, and kasha in salads, soups, and casseroles to increase fiber.

Fruit and Vegetable Group

- Eat fruits such as apples, pears, bananas, berries, melon, or oranges. Peels and seeds in fruits increase fiber.
- Eat vegetables such as carrots, sweet potatoes, broccoli, spinach, or green beans.
- To keep the fiber content of vegetables high, eat them raw or steamed just until tender and leave the skins on.
- Add dried fruits to cereal, muffins, and quick breads to increase fiber.

Look for these phrases on food labels

On Label	Dietary Fiber
Good Source of Fiber, Contains Fiber, Provides Fiber	3 to less than 5 grams
High Fiber, Rich in Fiber, Excellent Source of Fiber	5 grams or more

Meat, Poultry, Fish, Dry Beans, Eggs, and Nut Group

- Add beans, peas, and lentils to soups, stews, salads, and rice dishes. Substituting beans for meat will provide fiber and lower fat intake.
- Nuts are a good source of fiber but are also high in “good” fat so should be eaten in moderation.

Fiber intake per day

20 to 35 grams of fiber are recommended per day. Most people can get the recommended amount of fiber by eating five servings of fruit and vegetables daily.

Clients should check with their doctor before increasing or decreasing dietary fiber. Fiber intake may need to be limited for adults with certain medical problems such as diverticulitis or increased for clients who have chronic constipation.

Fiber should be increased in the diet slowly. Increasing fiber too fast can cause bloating and gas. Since fiber absorbs water, it is also important to drink plenty of fluids when increasing dietary fiber or taking fiber supplements like Metamucil or Citrucel.

As a caregiver, your role may vary in how you help a client prepare meals and shop for food. The suggestions listed below assume that you are doing both activities for a client. If that is not the case, encourage your client to use the information if it is helpful to him/her.

Planning nutritious, good tasting meals ahead of time helps you better organize your time, make fewer trips to the store, save money, and serve a better variety of healthy foods.

Plan out meals five to seven days in advance. Start by planning the main dish and work out from there. Use the Food Pyramid and include enough foods from each food group. When meal planning, consider:

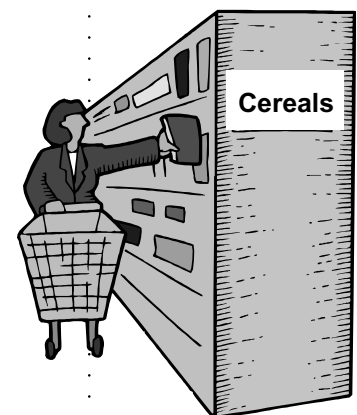
- what foods the client prefers;
- any leftovers that need using up;
- what’s in the freezer or the cupboard;
- what’s on sale this week or any coupons you have;
- how much time you will have to cook or the client’s abilities if he/she will be cooking for him/herself.

Foods Rich in Fiber



Food	Serving Size	Fiber
All Bran	1/3 cup	8.5 g
Raisin Bran	1 cup	5 g
Whole-wheat spaghetti	1 cup	4 g
Corn on the cob	1 ear	6 g
Baked yam	1	7 g
Large carrot	1	2 g
Banana	1	4 g
Strawberries	1 cup	4 g
Apple with skin	1	3 g
Baked beans	1 cup	8 g
Kidney beans	1 cup	7 g
Split pea soup	1 cup	5 g
Baked potato with skin	1	3 g
Broccoli	1 cup	4 g
Dried figs	3 average	10 g
Pear	1 small	4 g
Prunes	5	4 g

Meal Planning and Shopping



Always eat before you go shopping.



- Check any recipes you are using and make sure you have the needed ingredients. Write down any items you don't have and will need to buy at the store. Once you have your list for the week, it's time to go shopping.

- A person's background influences the types of food he/she normally eats and likes. Respect and get to know a client's food preferences.

Food Labels

- Read the "Nutrition Facts" food label on packaged foods to compare the amount of fat, sodium, calories, and other nutrients in similar products. This can help you choose foods that have less fat, sodium, or calories, and more vitamins, minerals, and fiber.

- Not all foods have food labels (e.g. fresh fruits, meats). The most popular fruits, vegetables, and some meats should have their nutritional information, similar to a food label, posted in the grocery store near where the food is displayed.

Nutrition Facts		
Serving Size 3/4 cup (30g)		
Servings Per Container 11		
Amount Per Serving		
Calories 100	Calories from Fat 11	
	% Daily Value*	
Total Fat 1%	1%	
Saturated Fat 0g	0%	
Cholesterol 0mg	0%	
Sodium 200 mg	8%	
Total Carbohydrate 24g	8%	
Dietary Fiber 3g	10%	
Sugars 5g		
Other Carbohydrate 16g		
Protein 2g		
Vitamin A 100%	Vitamin C 100%	
Calcium 25%	Iron 100%	
* Percent Daily Values are based on a 2,000 calorie diet. Your daily values may be higher or lower depending on your calorie needs:		
Calories:	2,000	2,500
Total Fat	< 65g	80g
Sat Fat	< 20g	25g
Cholesterol	< 300mg	375mg
Total Carbohydrate	300g	375g
Dietary Fiber	25g	30g
Calories per gram:		
Fat 9	Carbohydrate 4	Protein 4

Nutritional facts are based on one serving. Serving size is NOT necessarily a recommended serving size or the amount a person normally eats. Pay attention to the actual serving size and the number of servings in the package.

The "% of Daily Value" tells you what percentage of the recommended daily intake are contained of that nutrient in each serving. These daily values are based on a 2,000 calorie diet and must be modified if the client eats more than one serving or eats more or less than 2,000 calories each day.

For saturated fat and cholesterol, choose foods with a **low** % Daily Value.

For total carbohydrates and dietary fiber choose foods with a **high** % Daily Value.

For protein, choose foods with a **high** % Daily Value.

This information is the current recommended daily intake for each of the nutrients listed and is printed on every food label as a reference.

Module 8 - Lesson 1

Nutrition

Ingredients

Somewhere on the product label will be a list of the product's ingredients listed in decreasing order by weight.

To choose foods low in saturated fat or total fat, limit the use of products that list any fat or oil as the first three ingredients or that list many fat and/or oil ingredients. If your client is watching his/her sodium intake, do the same for sodium or salt.

The ingredients list can also be used to check if a specific ingredient is in the food or product. This is especially important if a client has allergies (see page 146) or other reasons to avoid particular items.

Poor nutrition occurs when a person's body is not getting enough nutrients. This can be because of diet, digestive problems, dental problems, or a medical condition.

A client with poor nutrition can have a decreased ability to resist infection, recover from illness, surgery or other treatments, and heal wounds.

Warning Signs of Poor Nutrition

- Unintended weight loss (e.g. clothing that is now too big)
- Eats less than half of meals and snacks
- Constant fatigue or dizziness
- Depression, loneliness, and/or grief
- Confusion

Other Factors That Can Lead to Poor Nutrition

- Problems chewing, mouth pain, or dentures that don't fit
- An upset stomach, constipation, bloating, or gas
- Living alone
- Taking multiple medications
- Substance abuse
- No appetite

See the Resource Directory page 271 for more information on helping a client who has difficulty chewing or has no appetite.

Poor Nutrition





Report poor nutrition

Talk with a client if you have concerns about his/her nutrition. If after your conversation(s) you are still concerned, talk with the client's case manager or your supervisor. He/she can work with the client to decide whether to consult a dietitian, speech pathologist, dentist, occupational therapist, or the client's health care provider.

Getting more information

Senior Nutrition Programs are available in most geographic areas and help older people with nutrition problems. Contact or encourage the client to call for assistance or a referral to a dietitian for some help.

Assisting a Client with Meals

The social importance of meals

The social importance of mealtime can be just as important to the client's well-being as the food he/she eats.

Make mealtime a pleasant experience by:

- planning the menu with the client;
- arranging the place setting and food so that it looks attractive and is easy for the client to reach and eat;
- sitting down with the client whenever possible;
- making sure the client is sitting comfortably;
- helping only when help is asked for;
- offering food at an unrushed pace;
- taking the time to make eating a highlight of the day.



Client preference

Include the client in meal planning. Find out what your client likes and can eat. People eat more when they like the food.

Balancing choice with safety

If a client chooses not to make healthy food choices or follow a special diet, you **cannot** force him/her. Follow the steps outlined on page 18 if you are concerned that a client's safety or well-being is at risk (explain your concerns, offer safe alternatives, report, and document your concerns and what you did).

Skill: Assisting a Client to Eat



1. S.W.I.P.E.S.
2. Assist client to put on clothing protector or cover, if needed.
3. Ensure client is in an upright, sitting position.
4. Sit at client's eye level.
5. Offer the food in bite-size pieces - alternating types of food offered.
6. Make sure the client's mouth is empty before offering the next bite of food or sip of beverage.
7. Offer a beverage to the client during the meal.
8. Talk with the client throughout meal.
9. Wipe food from client's mouth and hands as necessary and at the end of the meal.
10. Remove clothing protector if worn and dispose of in proper container.
11. Remove leftover food.
12. Wash hands as final step.

The following are **general tips** when helping a client to **eat**.

- Never feed a client who is lying down, reclining, or very sleepy.
- Make sure the client's head is forward and his/her chin is down.
- Put a small amount of food on the spoon or fork.
- Give the client plenty of time for chewing and swallowing. Never rush.
- Tell the client what food is on the fork or spoon before putting it in his/her mouth.
- Treat the client as an adult not a child.
- The client should remain upright for at least 20 - 30 minutes after finishing a meal.



Assistive devices to help with eating

Many assistive devices can help maintain a client's independence while eating including silverware with built-up handles to make them easier to grasp, two handled cups, straws, a divided plate or a plate with a rim (makes it easier to "scoop" food onto the eating utensil).

Special Diets

A client may have a special diet due to a disease, condition, medication, or food allergy. A special diet can limit or increase the intake of certain foods or how foods must be prepared.

It is important for you to understand how and why the nutrition therapy is needed and what foods should be added or avoided in food preparation.



A client should have a doctor's or dietitian's prescription before you make changes to a client's normal diet. If you do not have the specific information you need, alert the case manager or your supervisor depending on the care setting where you work.



Food allergies

Some people have allergies to food that can be serious and can cause sudden, life threatening reactions. Even a small amount of food can make the person sick. Symptoms of an allergic reaction to a food can be a tingling or itching sensation, hives, swelling of the mouth or throat, eyelids, face, lips, and tongue, abdominal pain, diarrhea, nausea, vomiting, difficulty breathing, light headedness, or loss of consciousness.

Foods that cause the most allergies include milk, soy, eggs, wheat, peanuts, nuts, fish, and shellfish.

A client with a food allergy must avoid any source of the food. A client's safety can depend on safe preparation steps in the kitchen (e.g. paying close attention to the ingredient list on food labels). Make sure to talk with the client about any food allergies he or she has.



It is a medical emergency if a person develops any type of serious or whole-body reaction, even hives, after eating food he or she is allergic to. As in any other emergency with a client, call 911 or follow the emergency and reporting procedures where you work.



Dysphagia

A special diet will be required if a client has a condition called dysphagia. People likely to have dysphagia include clients who have had a stroke, certain diseases (Parkinson's, MS, certain cancers), dementia, some individuals with developmental disabilities, and people who are on certain medications.

Warning signs of dysphagia include:

- taking a long time to begin a swallow or needing to swallow 3-4 times for each bite of food;
- coughing, frequent throat clearing, lack of a gag reflex, or weak cough (before, during, or after a swallow);

- difficulty controlling liquids in the mouth or drooling out of the front or side of the mouth;
- pocketing food in mouth (storing food in the cheek), spitting food out, or refusing to eat,
- unintentional weight loss;
- fullness or tightness in the throat or chest or a sensation of food sticking there.

Report any of these signs to the case manager or your supervisor if the client has not already been diagnosed with dysphagia.



Caring for a client with dysphagia

If a client you are caring for has dysphagia, your role is to help make sure he/she gets adequate nutrition and to protect against food or fluid getting into his/her airway and lungs.

Clients with dysphagia will have a prescribed special diet. Depending on the severity of the condition, the consistency of foods and liquid must be changed to make it easier and safer for the client to eat or drink (e.g. making foods soft and easy to swallow or thickened or thinned to prevent choking).

You may also be asked to work directly with the client's health care provider to understand how to prepare food correctly. This depends on the care setting where you work.

The diet modifications required should be noted in the DSHS care plan or check with your supervisor. See the Resource Directory pages 272-273 for more specific suggestions on how to modify food for a client with dysphagia and some general tips on helping a client with dysphagia eat.



Problems caused by dietary mistakes

A small number of dietary mistakes made by a caregiver result in serious harm or the death of a client, including:

- a very high dose of sodium (salt) to a client who has congestive heart failure and is on a severe sodium restriction. A high dose of sodium may lead to fluid in the lungs and serious consequences.
- some food and drug interactions. Be certain that medications your client is taking do not require any food restrictions.
- an individual with dysphagia given a food or beverage that is not appropriately modified.



Any time you are in doubt about anything related to a client's diet, get help from the appropriate person in your care setting.

Water, the Forgotten Nutrient

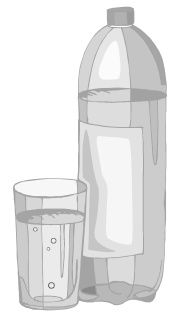
Dehydration



Encourage a client not to wait until he/she is thirsty to drink.

Water is another important nutrient needed by our bodies. Without water, we'd be poisoned to death by our own waste products. Water is essential for:

- digesting food;
- carrying nutrients and oxygen to every cell in the body;
- cooling the body;
- breathing;
- lubricating joints.



Dehydration can be caused by losing too much fluid, not drinking enough water or fluids, or certain medications. A common cause of dehydration is loss of fluids through vomiting, diarrhea, and/or high fever.

Dehydration can be mild, moderate, or severe. When severe, dehydration is a life-threatening emergency. Many factors can affect how quickly a client becomes dehydrated including heat, medications, diet, how active he/she is, and body size.

Too many people - including many clients and caregivers - are not getting enough water/fluids each day. The thirst sensation tends to decline as we age, making it harder for older adults to realize more fluids are needed.

Warning Signs of Dehydration

- Prolonged vomiting or diarrhea
- Thirst
- Dry or sticky mouth, cracked lips
- Headache
- Fatigue
- Dizziness
- Confusion
- Heavy perspiration
- Fever
- Dark urine
- Constipation
- Leg cramps



Report any of these symptoms to the appropriate person in your care setting.

Lack of water is the #1 trigger of daytime fatigue.



Water intake recommendations

Adults need at least 6 to 8 glasses of fluid each day. Fluids can be taken in many forms, such as water, fruit juice, milk, soups, coffee, tea, or soft drinks. Decaffeinated drinks are good choices. Offer fluids frequently throughout the day. It is also a good idea to keep a glass of water by a client's chair or bed.

Since most fruits and vegetables are mostly water, eating five a day will also help with hydration.

Module 8 - Lesson 2

Food Handling



Food Borne Illness

Good Food Handling
Practices

Kitchen Cleaning
and Disinfecting

What you will learn in this lesson:

1. What food borne illness is and what causes it.
2. How to prevent food borne illness by using safe food handling practices, including:
 - how to safely prepare, thaw, and store food;
 - how to prevent cross-contamination;
 - cleaning and disinfecting food contact surfaces.

key word



Cross-contamination

Danger zone

Food borne illness (FBI)

Definition

When germs from raw or contaminated food get into other foods that are not cooked or reheated before they are eaten

A zone of temperatures where germs grow quickly when potentially hazardous food is kept at those temperatures

Any illness caused by eating contaminated food

Food-Borne Illness



Food-borne illness (FBI) is any illness caused by eating contaminated food. Symptoms of FBI can include vomiting, diarrhea, fever, and stomach cramping.

Everyone that handles food can spread food-borne illness.

An older person or someone with a chronic illness can be at a higher risk of a FBI because his/her immune system is not as strong to fight it. Extra care is needed. Certain foods are more likely to cause FBI in people at higher risk including undercooked meat or eggs, raw oysters, sprouts, and unpasteurized milk or juices.

You must have a good understanding of what causes FBI and know how to prevent it.

Causes of Food-Borne Illness (FBI)

Bacteria - the most common germ that causes FBI. Almost always, food with enough bacteria to cause FBI looks and smells fine. In some cases, bacteria can make a food turn color or smell.

Viruses - germs that cause FBI through direct contact or airborne spread with food.

Parasites - tiny worms or bugs that live in fish and meat.

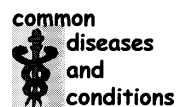
Chemicals - insect bait, household cleaners, or other chemicals that come in contact with food.

Pesticides, chemical additives - pesticides used in growing crops that are still on the food or chemicals added to enhance shelf-life or color.

Fungi, including molds and yeast - molds are furry looking spots or areas on the surface of foods. Yeasts look like round, dot-shaped patches and are not harmful on their own but can change the food's environment so that harmful bacteria grows.

Common Germs Causing Food-Borne Illness

Hepatitis A - virus passed through contaminated food, water, or contact with a person who is currently infected with the disease. See the Common Diseases and Conditions section page 312 for more information on hepatitis A.



E. coli - bacteria found in feces.

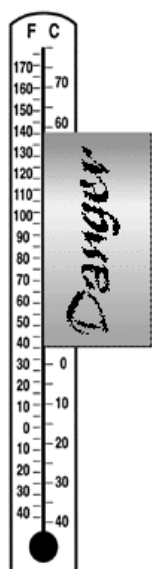
Norovirus - highly contagious virus passed through contaminated food, water, or contact with a person who is currently infected with it. Commonly referred to as the stomach flu.

Salmonella - bacteria found in dairy foods, poultry, or eggs.

You have already learned that your hands can look clean but have germs on them or a food can smell and look fine but contain enough germs to cause a foodborne illness. Since you cannot always see or smell what is safe, safe food handling practices are needed.

There are four required safe food handling practices, including:

1. Prepare food safely.
2. Store food safely.
3. Prevent ***cross-contamination***.
4. Clean and disinfect surfaces that food touches.



The Danger Zone

Bacteria, or other germs, do not grow when the temperature of food is colder than 41° F or hotter than 140° F.

Germs grow quickly in foods left at temperatures between 41° F and 140° F. Keep potentially hazardous foods out of this "***Danger Zone***".

Potentially hazardous foods

Beef, lamb, seafood, pork, poultry, and stuffing are examples of potentially hazardous foods. These are all foods that are moist or damp and have protein. Refried beans, cooked rice, and baked potatoes also grow germs quickly if left in the Danger Zone.

When getting ready to prepare food:

- wash your hands (at least 20 seconds from start to finish).
- take the food to be fixed out of the refrigerator, stove, freezer, etc. Only take out what you will be preparing immediately. This is especially important when preparing potentially hazardous foods.

Cooking

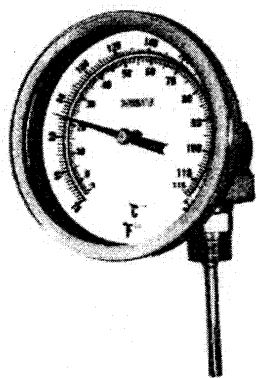
Kill germs with heat by cooking them above the Danger Zone at 140° F or more. Different foods must reach different temperatures to be safe.

Poultry, stuffed foods or stuffing, casseroles, all raw animal products cooked in a microwave, all reheated potentially hazardous food.	165° F (for 15 seconds)
Hamburger, sausage	155° F (for 15 seconds)
Eggs, fish, beef, pork	145° F (for 15 seconds)
Vegetables or Packaged ready-to-eat foods that will be hot held (foods kept hot until served)	140° F

Safe Food Handling Practices

Prepare Food Safely

Avoid preparing foods when you are ill.



Metal stem thermometers

You will need a special, metal stem thermometer to check if the food is done all the way inside. Place the metal stem thermometer in the center of the food to measure the inside, or internal, temperature of the food.

Clean the metal stem thermometer with hot, soapy water between each use.

For foods cooked in a microwave, stir and turn the dish while it cooks. This makes sure the food cooks to the same temperature in every part. Check the food with a metal stem thermometer before you serve it.

Thawing frozen foods

Never thaw food at room temperature, on a counter, or in warm water. These methods let harmful bacteria grow quickly to high, possibly unsafe numbers. The inside of the food may be at a safe temperature, but the outside could be perfect for bacterial growth.



There are 3 safe ways to thaw foods. Plan ahead to allow enough time to do it right!

1. Use the **refrigerator** to thaw the food. It may take longer, but this is the best and safest way.
2. Thaw the food **under cool, running water** - never under warm or hot water.
3. Use a **microwave** and follow the manufacturer's defrosting instructions.



Special consideration for cold salads

Potato, pasta, macaroni, egg, and chicken salads have to be cold enough to keep germs from growing. When you make these foods, all ingredients should be cooked and then chilled to below 41° F before mixing ingredients and serving.

Reheating

When you reheat food:

- only reheat food that has been safely prepared and refrigerated promptly;
- reheat it quickly (within one hour) to 165° F;
- use the burner on a stove, microwave, oven, or a double boiler;
- stir the food to be sure that all parts of it are hot;
- use a metal stem thermometer to check the temperature;
- leftovers should be reheated only once - and eaten within 2 days of being stored properly in the refrigerator.



Take care in eating or serving food heated in the microwave. Food heated in the microwave can continue to heat up for some time after it is taken out of the microwave and can cause burns.

Cooling leftovers

Bacteria can grow quickly in cooling food. It is important to cool food quickly through the Danger Zone.

- Put all meats and other hot food in the refrigerator as quickly as you can. Do not let food sit at room temperature for more than 30 minutes.
- Divide large portions of food into shallow pans (no more than 2 inches deep) and put on the top shelf of the refrigerator. Don't stack or cover the pan while the food is cooling. Cover the pan after the food is 41° or colder.
- Liquids can also be cooled by placing a container with the food in an ice bath and stirring until the temperature is under 41°F. More ice should be added when the ice melts. Then cover and put it in the refrigerator.
- Never try to cool food that is more than four inches thick. For example, cut a large, cooked roast into smaller pieces to cool.

Do not let food sit at room temperature for more than 30 minutes.

A refrigerator should be set at 40° F or lower. Freezers should be set at 0° F. Measure the temperature with a metal stem thermometer. Fish, shellfish, poultry, milk, and red meat will stay fresh longer if kept below 40° F. Seafood will keep longer at 30°F.

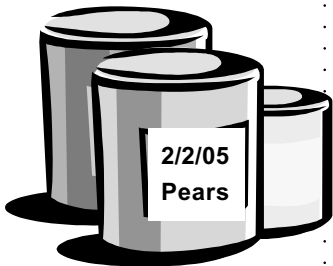
Store Food Safely

Storing foods in the refrigerator

- After shopping, put away the groceries that need to be refrigerated or frozen right away.
- Don't overpack the refrigerator. Air must be able to circulate freely in order to chill foods effectively and prevent warm spots.
- Don't store perishables, such as eggs, in the refrigerator door. Because the door is opened frequently, its temperature is generally higher than the rest of the refrigerator and may not be safe.



Washing your hands for at least 20 seconds and cooking and cooling foods safely are the most essential safe food handling practices.



Store dry foods safely

To store foods safely:

- store foods in clean, leak proof containers with an airtight lid. Store so you can use older food first. "First in, first out" is a good rule to follow.
- cover, label, and date, dry, refrigerated, or frozen foods.
- do not store food in galvanized cans or containers with metal coatings because some foods can "pull off" the metal which can cause poisoning.
- plastic bags should be the kind approved for food use.
- keep all foods off the floor.
- store foods away from cleaners and poisons.
- use utensils with bulk foods. Tongs and scoops work well.
- foods which are extremely sweet, like jams and jellies, are usually not a problem because the high sugar content prevents bacteria from growing. However, these foods can get moldy if they are very old or had a bad lid seal. If this happens, throw it away.

Prevent Cross-Contamination

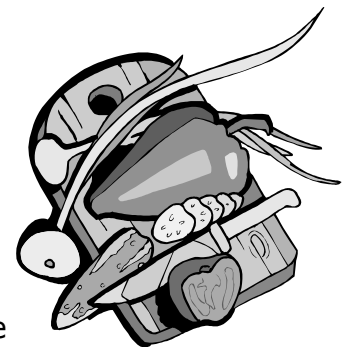
As a caregiver, your role is to help prevent cross-contamination.

Raw meat and cross-contamination

- Wash your hands between handling raw meat and foods that will not be cooked before eating.
- Don't let raw meat, fish, or poultry drip onto foods that will not be cooked before serving in the refrigerator.
- Store raw meat, fish, and poultry in leakproof containers on the lower shelves of the refrigerator.
- Never store foods that will not be cooked before serving in the same container as raw meat, fish, or poultry.

Cutting surfaces and cross-contamination

- Cut food on a hard surface made of a non-porous material with no cracks or holes where germs can collect. This type of surface is easier to disinfect.
- Always use separate cutting surfaces for meats, fish, and poultry.
- Fruits, vegetables, and bread can be cut on the same surface.
- Wash, rinse, and disinfect the cutting surface and all the utensils and knives every time you finish cutting raw meat, fish, or poultry, finish with a job, or are going to prepare a different food.
- Use a cutting surface you can put through the dishwasher, if possible. Nylon and acrylic are both dishwasher safe.



Dishes and utensils

- Avoid putting your hands directly in or on the food.
- Use utensils to mix food. If you must use your hands, wash them carefully. Use gloves if possible.
- Use a clean spoon or fork to taste food. Do not reuse it until you clean and disinfect it.
- Use dishes and utensils that are in good condition. Cracked wooden spoons or chipped dishes are good places for germs to grow.

Germs are easily moved from one surface to another. Make sure the kitchen, especially the areas and things used to prepare food, are properly cleaned and disinfected.

Clean and disinfect all surfaces food touches

- When cleaning, basic good personal hygiene is important.
- The kitchen should be well-ventilated.
- Kitchen countertops, appliances, the inside of the refrigerator, sinks, dining table and chairs, and floors should be kept free from food particles and cleaned and disinfected regularly.
- Clean spills from the microwave, stove, or oven after each use.
- Clean the can opener often. Germs collect and grow there. Wipe off can lids before opening to remove dust, etc.
- Use separate clean cloths or paper towels for drying hands.
- Use separate cloth or paper towels for wiping up spills from the floor.
- A sponge spreads germs. Use paper towels if possible. Throw the paper towel away after cleaning each surface to help stop cross-contamination.
- Wash all towels, cloths, and sponges often.
- Replace sponges every few weeks.
- Mops should not be rinsed out in the kitchen sink.

Washing dishes

Dishwashers are the safest way to wash dishes. If a dishwasher is not available, use this four step method of washing dishes by hand.

1. Wash dishes with detergent.
2. Rinse in hot water.
3. Disinfect with bleach water in the sink (one teaspoon bleach to one gallon of water).
4. Air dry the dishes. Do not use a towel to dry them.

After cleaning

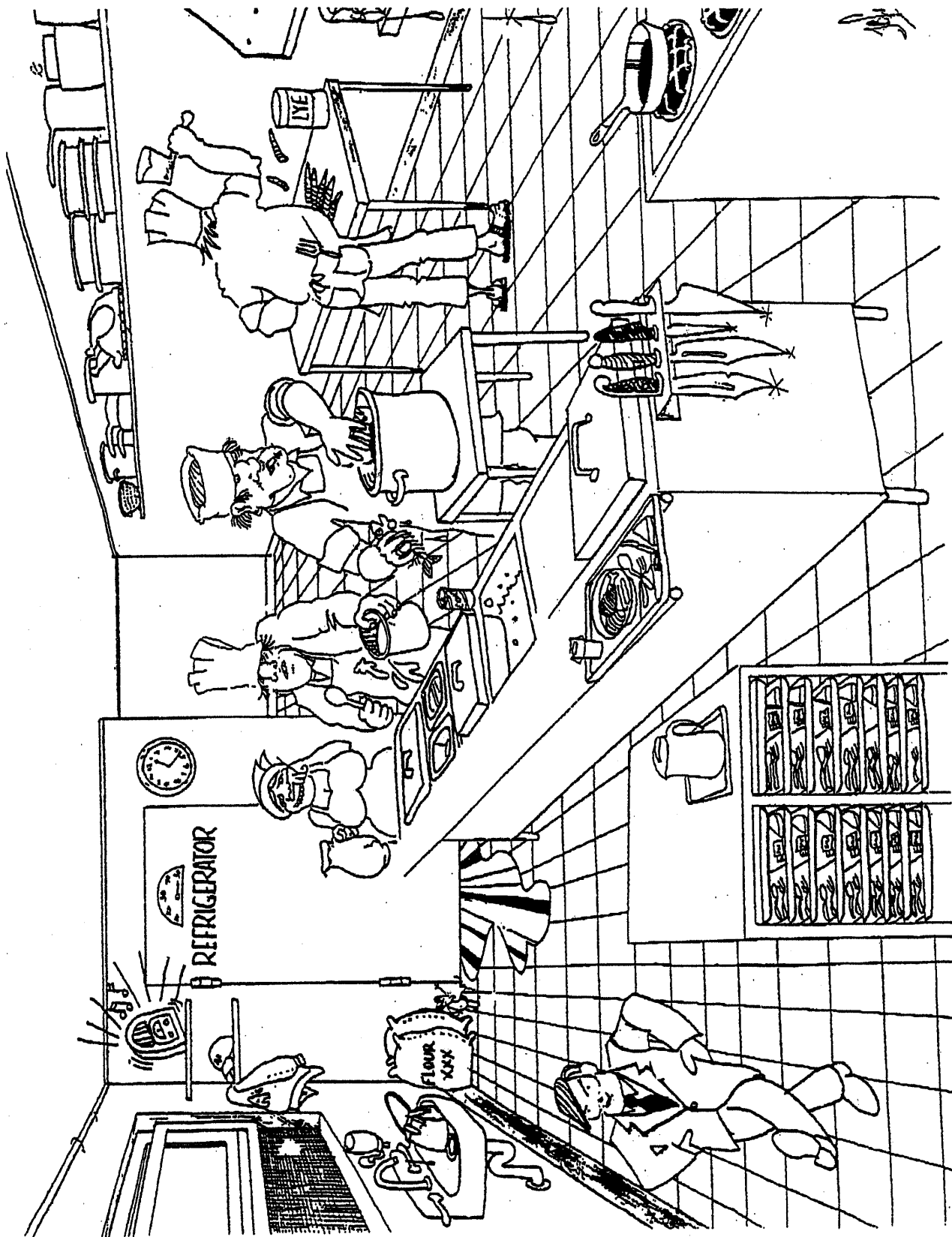
- Keep pots, pans, and utensils off of the floor.
- Put cups and glasses away upside down on clean surfaces. When you pick them up again, do not touch the rims.
- When you put away eating utensils, touch only the handles.

Clean and Disinfect Surfaces Food Touches

See page 68 for a reminder on how to properly clean and disinfect a surface.

Dangerous bacteria grow easily in places that stay damp, such as kitchen sponges, dishcloths, sink drains, and faucet handles.







1. True False Only water counts towards a client's needed daily intake of fluids.
2. If a client is on a special diet, you need to know: (circle the correct answer)
 - a. Whether the client's family likes the diet.
 - b. What special foods or preparation is needed.
 - c. Whether the diet has worked for others.
3. A nutrition food label is used in meal planning and shopping to help you: (circle the correct answer)
 - a. Decide if you will like the taste of the food.
 - b. Compare and choose healthy foods.
 - c. Know if it is something the client likes.
4. True False The warning signs of poor nutrition in a client are difficult to observe.
5. A healthy diet means choosing a variety of healthy foods and: (circle the correct answer)
 - a. Never eating less healthy foods.
 - b. Setting limits on eating less healthy foods.
 - c. Eating healthy foods a few days a week.
6. The safest way to thaw foods is to use the following: (circle the correct answer)
 - a. Counter.
 - b. Refrigerator.
 - c. Hot water.
7. To prevent cross-contamination of food, always clean and disinfect a cutting board after using it for: (circle the correct answer)
 - a. Bread or baked goods.
 - b. Fruits and vegetables
 - c. Meat, fish, and poultry.
8. True False Food borne illness is caused by eating contaminated food.
9. True False To be safe, a refrigerator should be set to 0 degrees.
10. True False The number of daily servings needed from each of the food pyramid groups is the same for everyone.
11. Germs grow quickly when left in temperatures between the danger zone at (circle the correct answer)
 - a. 0 and 100 degrees.
 - b. -10 to 120 degrees.
 - c. 41 to 140 degrees.
12. True False Foods must be reheated to 165 degrees.
13. The **most** important safe food handling practices are: (circle the correct answer)
 - a. Washing your hands and cooking and cooling foods safely.
 - b. Shopping for and preparing nutritious foods.
 - c. Using an oven mitt when handling hot foods or meats.



Module 9

The Process of Elimination

Lesson 1

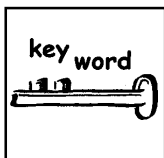
The Process of Elimination

Personal Care Skills Covered

Assist Client with Pericare
Assist Client with Use of Bedpan
Catheter Care
Assist Client with Catheter Care



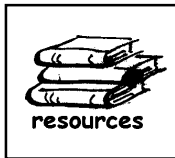
Icons to help guide you



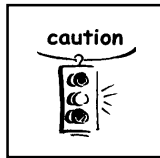
A word to remember



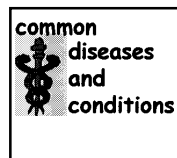
Something to report



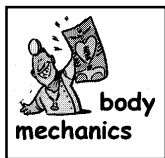
See the Resource Directory



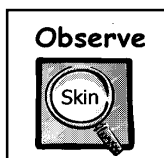
Beware or be careful



See the Common Diseases section



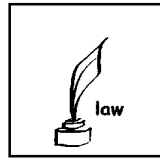
Use proper body mechanics



Observe skin



Classroom exercise



Something in the law



Be alert and respectful

Module 9 - Lesson 1

The Process of Elimination



Bowel and Bladder
Function

Problems with
Urinary Function

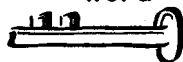
Assisting with
Toileting

Problems with Bowel
Function

What you will learn in this lesson:

1. How to promote good bowel and bladder functioning for a client.
2. Problems with bowel and bladder functioning, the causes, signs, what can help, and what to report.
3. Assisting with toileting, including:
 - common toileting assistive equipment;
 - incontinence products;
 - pericare, colostomy, and catheter care.

key word



Definition

Colostomy

An opening on the surface of the abdomen where the bowel is opened and redirected to the outside of the body

Pericare

Cleansing of the genital and anal areas of the body

Urinary catheter

A tube inserted into the bladder to drain urine

Urinary incontinence

The inability to control bladder functions

When overseeing a client's bowel and bladder function, your job as a caregiver is to:

- have an understanding of what is and is not normal bowel and bladder function for a client;
- encourage the client to make choices to maintain good urinary and bowel function;
- know what to document and report to the appropriate person in your care setting if there are problems in this area.

The following are general guidelines for what is normal and not normal urinary and bowel function.

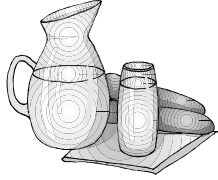
Bowel & Bladder Function

Urinary Function	
Normal <ul style="list-style-type: none"> • Emptying the bladder about every 3-4 hours during the day (6-8 times in 24 hours) • Getting up once at night to empty the bladder 	Not normal <ul style="list-style-type: none"> • Getting up more than twice at night to empty the bladder • Experiencing urine leakage or wetting accidents (incontinence) • Pain or burning during urination • Emptying the bladder more than 8 times a day • Frequent, sudden, strong urges to go to the bathroom • Blood in urine

Bowel Function	
Normal <p>"Normal" bowel function varies greatly among people. Having a bowel movement is considered normal if it is:</p> <ul style="list-style-type: none"> • At least once every 1-3 days • Formed, but not hard • Without excessive urgency (needing to rush to the toilet) • With minimal effort and no straining • Without the need of laxatives 	Not normal <ul style="list-style-type: none"> • Straining or difficulty passing stool • Stool is dry or hard; has blood and/or mucus • Cramping, abdominal pain • Constipation • Diarrhea • Bloating and/or gas • Changes in bowel habits • Continual need for laxatives • Blood in stool

Tips for maintaining good urinary and bowel function

Many of the recommendations for maintaining good urinary and bowel function are identical to making healthy choices for overall health and well-being. Encourage a client to take the following steps.



Get plenty of fluids

Drink 6-8 cups of fluid per day, more when the weather is hot or when exercising. Cut down on alcohol and beverages containing caffeine (tea, coffee, soda).

Make healthy food choices

Fiber is especially important to good bowel function.

Stay active and fit to the extent possible

Physical activity speeds the movement of food through the digestive system.



Relax

Don't strain to empty the bladder or bowel or sit on the toilet too long.

Talk to a doctor

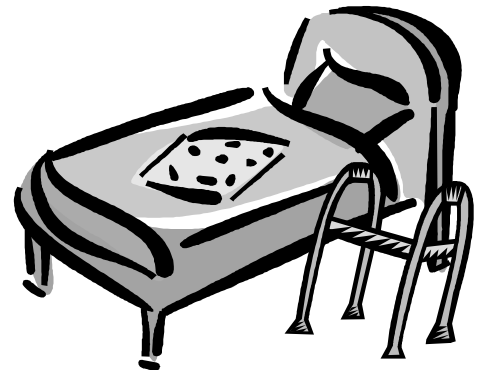
Encourage a client to see his/her doctor whenever there are changes or concerns about urination or bowel habits.

Stick to the client's toileting routines

Encourage a client not to ignore his/her body's signals and to go to the bathroom when he/she has the "urge" to go. Learn what the client's usual pattern is so you have time to assist and recognize when there are changes from a client's normal toileting.

Make sure the environment supports a client's routine

- Keep the path to the bathroom clear and free of clutter.
- Keep assistive devices, such as a walker or cane, nearby.
- Place a night light in the bathroom or leave a light on.
- Place a commode, urinal, or bedpan at the bedside if the client is unable to get to a bathroom.



Urinary tract infections (UTI)

A urinary tract infection is caused when bacteria invades the urinary system and multiplies, leading to an infection. Women are affected more frequently than men.

Problems with Urinary Function

Urinary Tract Infections (UTI)

Common Causes

- A habit of waiting too long to urinate
- Prostate enlargement (men)
- Neurological problems that affect bladder emptying, including spina bifida and multiple sclerosis
- Diabetes
- Sexual activity (women)
- Post menopause in women
- Multiple pregnancies
- Not keeping the areas around the urethra, vagina, and anus clean and dry
- Wiping from the back towards the front
- Something in the urinary tract that stops the flow of urine (e.g. a kidney stone)

Signs or Symptoms

- Unexplained confusion or agitation
- An intense urge to urinate followed by passing only a small amount of urine
- A painful, burning feeling in the area of the bladder or urethra during urination
- Urine that is milky, cloudy, or reddish due to the presence of blood
- Urine that has an unpleasant odor
- Feeling "lousy" or weak
- Unexplained lower back pain
- Bladder spasms/pain
- Fever, chills, sweating
- Nausea
- Uncomfortable pressure above the pubic bone in women, and a feeling of fullness in the rectum in men



Urinary tract infections are easier to treat if caught before they become severe or spread beyond the bladder into the kidneys. Report any of these signs immediately to the appropriate person in your care setting.

Urinary incontinence

Urinary incontinence is a symptom of a problem in the urinary system.

Common causes include:

- urinary tract or vaginal infections;
- side effects of medicine;
- constipation;
- blocked urethra due to an enlarged prostate in men;
- weakness of the muscles holding the bladder in place;
- an overactive bladder muscle;
- some types of surgery;
- spinal cord injuries;
- diseases involving the nerves and/or muscles (multiple sclerosis, muscular dystrophy, polio, or stroke).



Most urinary incontinence is treatable.

There are two main types of urinary incontinence.

Stress incontinence - loss of urine when the person coughs, laughs, strains, lifts, etc. It is a problem of weakness in the pelvic muscles. This is the most common kind of incontinence.

Urge/reflex incontinence - a strong, sudden need to urinate followed by an instant bladder contraction and involuntary loss of urine. There is often not enough time between the urge to urinate and the urination.

Help for urinary incontinence

Incontinence is difficult for many people to talk about. Too many people, including many clients, still believe it is a part of normal aging and there is nothing that can be done about it. This is not the case. The majority of those affected by urinary incontinence can be cured or at least the symptoms improved. Although success rates in treating incontinence are high, only a small number of people get help.

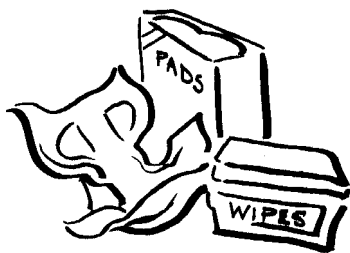
For many, incontinence also affects their emotional, psychological, and social well-being. Many people are afraid to participate in normal daily activities that might take them too far from a toilet.

A client should be encouraged to talk with his/her doctor and find out what is causing the problem. Sometimes simple changes in diet or changing certain medications can cure incontinence. More frequently, treatment involves a combination of medicine, bladder training or pelvic floor exercises, and/or absorbent products.



When to report a problem

Make sure to report any problems with incontinence to the appropriate person in your care setting - especially if this is a new problem for a client.



Incontinence products

There are many products on the market to help a client manage urinary incontinence, including disposable pads, briefs, and/or moisture barrier creams. Do not refer to these products as diapers.

A client may prefer certain products, so know the client's preferences.



Assisting with incontinence products

Urine and stools are very irritating on the skin. Always help a client as soon as help is requested or routinely check to make sure help is not needed. Take the opportunity to observe the client's skin and report any problems you may see.

Disposal and laundry

When disposing of incontinence products:

- wear gloves;
- empty urine and stool into the toilet;
- put the pads, briefs, or wipes and your gloves in a garbage bag;
- secure the bag and take it out to the trash immediately;
- deodorize the room, as needed.

Constipation

Constipation is caused when the stool moves too slowly through the bowel and too much water is absorbed by the body. This makes the stools hard, dry, and difficult for all or any part of the stool to be passed. Constipation is a common concern for many clients.

Problems with Bowel Function

Constipation	
Common Causes <ul style="list-style-type: none">• Some medications• Not enough fluid and/or fiber in the diet• Over use of laxatives• Lack of exercise or immobility• Anxiety, depression, or grief• Changes in life or routine• Diseases such as diabetes, Parkinson's disease, multiple sclerosis, and spinal cord injuries• Conditions like diverticulosis or hemorrhoids• Ignoring the urge to have a bowel movement• Problems with the colon or rectum	Signs or Symptoms <ul style="list-style-type: none">• Bowel movements less frequently than is normal for the individual or less than 3 times per week• Feces that are hard or clay-like• Straining• Pain before, during, or after having a bowel movement• Passage of small amounts of feces or inability to pass feces• Abdominal discomfort, bloating, nausea, feelings of fullness• The need for a bowel movement but can't follow through• Blood in stool or consistent change in stool color

Help for constipation

The cause of the constipation needs to be identified so the right treatment can be planned. In many cases, diet and life-style changes (e.g. increasing fiber, water, and physical activity levels) help to relieve symptoms and prevent constipation.

You may be asked to assist with a bowel program individually designed for a client. The client, a family member, or a health professional should train you on any individualized services.



When to report a problem

Change in a client's bowel habits can be a sign of a serious illness. Do not let the client go more than one to two days past his/her regular bowel movement pattern without reporting the problem to the appropriate person.

Blood in the stools or a consistent change in the color of the stool is of particular concern. Stools that have blood in them often appear black and sticky. Be aware that iron supplements, beets, blackberries, blueberries, or dark green vegetables can change stool color temporarily.

Fecal impaction

A fecal impaction is a very unpleasant and dangerous situation for the client. The client may or may not have an urge to pass stool. Clients who have chronic constipation are at the greatest risk.



Report these symptoms to the appropriate person immediately:

- sudden, watery diarrhea (especially for clients with chronic constipation);
- frequent straining with passage of liquid or small, semi-formed stools;
- abdominal cramping or discomfort;
- pain in the rectal area;
- lack of appetite or nausea;
- increased confusion and/or irritability;
- fever;
- unusual odor to breath.

Diarrhea

Diarrhea occurs when the stool moves too fast through the intestinal system and not enough water is removed from the stool before being passed.

Diarrhea

Common Causes

- A virus or bacterial infection
- Food borne illness
- Anxiety, stress
- Side-effect of a medicine
- Over use of laxatives
- Too much fiber
- Intestinal conditions (e.g. colitis, Crohn's disease, diverticulosis)
- Food intolerances (e.g. lactose) or certain foods (e.g. beans, prunes, orange juice)
- A dramatic change in diet
- Excessive alcohol or caffeine usage

Signs or symptoms

- An urgent need to use the bathroom
- Loose, frequent, watery, stools
- Cramping or abdominal pain
- Bloating
- Nausea
- Fever

Help for diarrhea

A possible dangerous side effect of diarrhea is dehydration. Clear liquids (water, diluted fruit juices, sports drinks, broth, and teas) help to keep the client hydrated. Heat can be applied to the abdomen to help relieve pain, cramps, and tenderness. It is best to avoid dairy products (milk, butter, creams, and eggs) which can make diarrhea worse. Ask the appropriate person in your care setting what the client should eat when having diarrhea.

Assist the client in keeping the skin around the rectal area very clean, if needed. Liquid stool is very irritating and can cause the skin to break down.



When to report a problem

Report to the appropriate person in your care setting if the client has diarrhea. Watch for and report immediately:

- severe pain in the abdomen or rectum;
- fever;
- blood in the stool;
- signs of dehydration (see page 148);
- diarrhea lasting more than 2-3 days.

When the client has diarrhea, report the type of stool (contents, odor, color) and frequency of stool to the appropriate person in your care setting. Documenting and recording the bowel movements makes it easier when reporting.

Colostomy care

Clients with Crohn's disease, colorectal cancer, diverticular disease, or a serious injury to the colon may require a **colostomy**. A bag is attached to the skin over the opening (stoma) to collect stool as it empties from the bowel. A colostomy may be permanent or temporary, depending upon the reason it was needed.

A client manages his/her colostomy in his/her own way. In an in-home setting, a caregiver can assist the client with colostomy care if his/her employer self-directs his/her care or if the task is delegated under nurse delegation. Special training is needed to do this task. In adult family homes or boarding homes, colostomy care must be a nurse delegated task.

Observe the skin for redness and/or irritation, and report and document any problems to the appropriate person in your care setting.

Observe



Observe



Assisting with Toileting



The DSHS care plan will outline what kind of toileting assistance the client needs. Assistance may include:

- cueing and reminding;
- helping the client to and from the bathroom;
- helping the client transfer on and off and use the toilet or assistive equipment;
- undoing a client's clothing, pulling down clothing, and refastening clothing correctly when he/she is done;
- **pericare;**
- emptying the bedpan, urinal, or commode into the toilet;
- assisting with pads, briefs, or moisture barrier cream;
- performing routine colostomy or catheter care.

Privacy, dignity, and independence

Toileting is a very private matter. No matter how routine it may become for you, it is a very vulnerable and defenseless time for a client. A reassuring attitude from you can help lessen feelings of embarrassment for the client.

When assisting a client with toileting, do everything you can to give the client privacy and maintain his/her dignity. This can include things like:

- looking the other way for a few moments;
- leaving the room (if it is safe to do so);
- allowing the client extra time to do what he/she can;
- being patient when a request for your time comes when you are busy with other things.

The following are **general tips** when assisting a client with **toileting**.

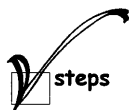
- Assist the client as much as possible into a normal, sitting position.
- If assisting with a transfer to a toilet or assistive device, make sure the item is stable or locked down before beginning the transfer.
- Put anything the client requires within easy reach (e.g. toilet paper or soap to wash up afterwards).
- If assisting with wiping, move from front to back and wear gloves.



Pericare

A client will want to do his/her own pericare if possible. Providing privacy and preserving the client's dignity are very critical if help is needed by the client.

Skill: Assist Client with Pericare



1. S.W.I.P.E.S.
2. Test water temperature and ensure that it is safe and comfortable before washing, and adjust if necessary.
3. Put on gloves.
4. Expose perineal area, making sure that the client's privacy is maintained.
5. Gently wash entire perineal area with soapy washcloth, moving from front to back, while using a clean area of the washcloth or clean washcloth for each stroke.
6. Rinse entire perineal area moving from front to back, while using a clean area of the washcloth or clean washcloth for each stroke.
7. Gently dry perineal area, moving from front to back and using a blotting motion with towel.
8. Wash, rinse, and dry buttocks and peri-anal area without contaminating perineal area.
9. Dispose of linen in proper containers.
10. Empty, rinse, wipe basin, and return to proper storage.
11. Remove and dispose of gloves without contaminating self after returning basin to storage.
12. Wash hands.

Observe



The following are some **general tips** when helping a client with **pericare**.

- Put down a pad or something else to protect the bed before beginning the task.
- Stay alert for any pain, itching, irritation, redness, or rash in this area. Report any concerns to the appropriate person in your care setting.
- Alcohol-free, commercial wipes may be preferred by a client instead of a washcloth and soap.
- If the client is incontinent, protect him/her from the wet incontinent pad by rolling the pad into itself with the wet side in and the dry side out. Remove the pad and use a clean, dry pad.



Using other assistive equipment

While it is preferable to use the toilet in the bathroom, that is not always possible. Assistive equipment, such as a bedpan, commode, or urinal may be used by a client. The client's Case Manager or your supervisor can assist the client in getting assistive equipment when it is needed.

Clients not able to get out of bed may have to use a bedpan.

Skill: Assist Client with Use of Bedpan



1. S.W.I.P.E.S.
2. Before placing bedpan, lower head of bed.
3. Place bedpan correctly under client's buttocks (standard bedpan: position bedpan so wider end of pan is aligned with the client's buttocks. Fracture pan: position bedpan with handle toward foot of bed). Have client bend knees and raise hips (if able).
4. Raise head of bed after placing bedpan under the client.
5. Put toilet tissue within client's reach.
6. Ask client to let you know when he/she is finished.
7. Lower head of bed before removing bedpan.
8. Put on gloves before removing bedpan.
9. Remove bedpan and empty contents into toilet.
10. Provide pericare, if needed.
11. Rinse bedpan, pouring rinse water into toilet. Return to proper storage.
12. Assist client to wash hands and dispose of soiled washcloth or wipe in proper container.
13. Remove gloves and wash hands.

Observe



The following are some **general tips** when helping a client with a **bedpan**.

- Always help the client as soon as requested.
- Put a protective pad on the bed before the client uses the bedpan.
- If the pan is cold, warm it with warm water.
- Once the client is done, keep the bedpan level so it doesn't spill.



Commode

For clients who cannot get to the toilet in a bathroom, a commode can be very helpful. A commode is a portable chair with arms and a backrest with the seat open like a toilet and a bucket under the seat.

The bucket needs to be emptied, cleaned, and disinfected after each use. Putting a little water, liquid soap, or a very small amount of bleach water in the empty bucket makes it easier to clean the bucket after use.

Urinal

A urinal is used by a man as a container to urinate in when he is unable to get to the toilet. It is easier to use if the client is standing or sitting.

Do not leave the urinal in place for a long period of time. It can cause skin breakdown. Empty, clean, and disinfect the urinal after each use.



Urinary catheters

Catheters are tubes that drain urine into a bag. A client may have a catheter because of:

- urinary blockage;
- a weak bladder unable to completely empty;
- unmanageable incontinence;
- surgery (used to drain the bladder during and after surgery);
- skin breakdown (allows skin to heal or rest for a period of time).

Internal catheters

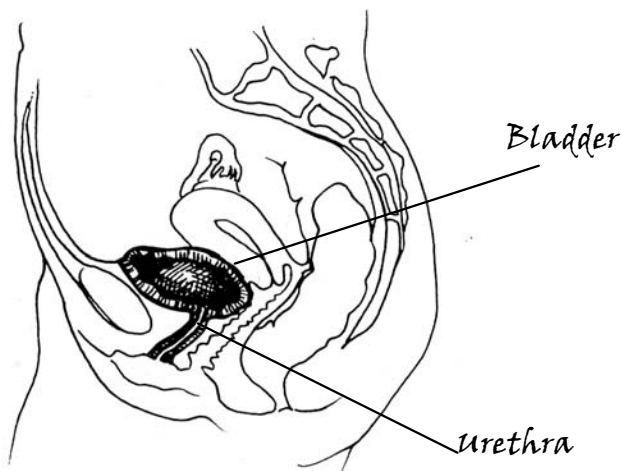
There are three types of catheters that go directly into the bladder to drain urine.

1. Straight (in and out catheter).

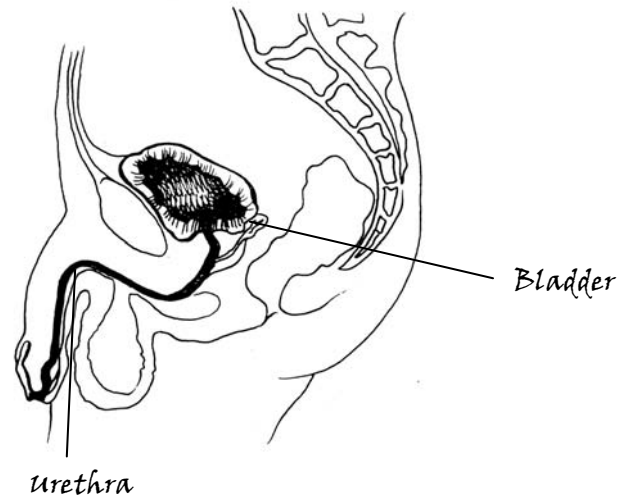
The straight catheter is inserted into the bladder, urine is drained, and then the catheter is removed.

If a caregiver is to insert this type of catheter, the task needs to be delegated to the caregiver under nurse delegation or by the in-home client under self-directed care. The task must be documented in the DSHS care plan and special training is required.

Catheters



Female



Male

2. Indwelling Suprapubic catheter.

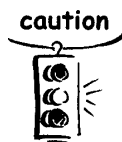
The indwelling suprapubic catheter is a straight tube with a balloon near the tip. It is placed directly into the bladder through a hole made in the abdomen just above the pubic bone. The balloon is inflated with a normal saline solution after the catheter has been placed in the bladder and keeps the catheter from falling out.

3. Indwelling/Foley urethral catheter.

The indwelling urethral catheter is also a straight tube with a balloon near the tip but is inserted through the urethra. Caregivers may be asked to clean the tubing or empty the urinary drainage bag (see next page).

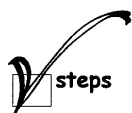
For either the Suprapubic or Foley catheter, the catheter attaches to tubing that drains the urine into a urinary drainage leg bag or overnight bag. The leg bag is attached to the leg, thigh, or calf. An overnight drainage bag hangs on the bed or chair.

This catheter can be left in place for one to two months if there are no problems. It can be removed and replaced with a new one once the old one is removed.



Caregivers are not allowed to insert or replace indwelling catheters. Caregivers may be asked to change the urinary drainage bag (see next page).

Skill: Catheter Care



Observe



1. S.W.I.P.E.S.
2. Test water in basin. Determine if water temperature is safe and comfortable before washing, and adjust if necessary.
3. Put on gloves before contact with linen and/or client.
4. Expose area surrounding catheter only.
5. Place towel or pad under catheter tubing before washing.
6. Avoid tugging the catheter.
7. Apply soap to wet washcloth.
8. Hold catheter near opening where it enters the body to avoid tugging it.
9. Clean at least four inches of the catheter nearest the opening, moving from the opening downwards away from the body, using a clean area of the cloth for each stroke.
10. Rinse at least four inches of the catheter nearest the opening, moving from the opening downwards away from the body, using a clean area of the cloth for each stroke.
11. Make sure there are no kinks in catheter tubing.
12. Dispose of linen in proper containers.
13. Empty, rinse, wipe basin and return to proper storage.
14. Remove and dispose of gloves without contaminating self after returning basin to storage.
15. Wash hands.

The following are **general tips** when helping a client with **catheter care**.

- Make sure the bag is kept lower than the bladder.
- Make sure the catheter is always secured to the leg to prevent tugging of the tube.
- When emptying the urinary catheter bag, be sure the end of the bag doesn't touch anything. This helps stop germs from entering the bag.
- In some care settings, you may be asked to measure the amount of urine in the bag.

Make sure to observe and report if:

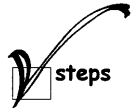
- the urine appears cloudy, dark-colored, or is foul smelling;
- there isn't much urine to empty (as compared to the same time on other days);
- an indwelling catheter comes out;
- pain, burning, or irritation.



External/condom catheter

External catheters are for men and are designed to fit over a man's penis. The condom catheter is made up of a sheath (or condom) attached to a tube that leads to a drainage bag. The condom is held onto the penis with tape or other sticky material.

Skill: Assist Client with Condom Catheter Care

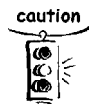


1. S.W.I.P.E.S.
2. Put gloves on.
3. Expose genital area only.
4. Wash and dry penis carefully, cut long hairs.
5. Observe skin of penis for open areas.
6. If sores or raw areas are present, do not apply condom.
7. Put skin adhesive over penis.
8. Roll condom catheter over penis area.
9. Attach condom to tubing. Check that tip of condom is not twisted.
10. Check that tubing is one inch below tip of penis.
11. Remove gloves and wash hands.



The following are **general tips** when helping a client with **condom catheter care**.

- Condom catheters can be difficult to keep in place and should be changed regularly.



Making a homemade condom catheter out of a regular condom and tubing is not recommended.



1. True False Dehydration can be a dangerous side-effect of diarrhea.
2. True False Bowel function is usually the same for each person.
3. A client with what condition is at the greatest risk of fecal impaction? (Circle the correct answer)
 - a. High blood pressure.
 - b. Diabetes.
 - c. Chronic constipation.
4. True False When assisting with catheter care, always clean from the opening downwards away from the body.
5. True False Incontinence is just a part of aging and few medical treatments are effective.
6. Which of the following help to control symptoms or prevent constipation? (Circle the correct answer)
 - a. Decreasing physical activity.
 - b. Increasing fiber and water intake.
 - c. Over use of laxatives.
7. True False Unexplained confusion can be a symptom of a urinary tract infection.
8. How long should you wait before reporting a change in a client's normal bowel movement pattern?
 - a. Less than 24 hours.
 - b. 1-2 days.
 - c. 3-4 days.
9. To maintain good urinary and bowel function, encourage a client to: (Circle the correct answer)
 - a. Read the paper on the toilet to relax.
 - b. Change his/her toileting routine each week.
 - c. Stay as physically active as he/she can.

Module Scenario



Mrs. Crump is a 52-year-old client living with Parkinson's disease and Down Syndrome. She has a difficult time getting to the bathroom in time and is often incontinent. Today she was incontinent in the dining room and will not let you assist her with changing her clothes.

RESEARCH

Review page 318 about Parkinson's disease and page 306 for Developmental Disabilities.

PROBLEM SOLVE

1. Identify what problem(s) a caregiver needs to address in this situation.
2. Pick one problem and brainstorm ways to solve it. Pick a solution.
3. How does this impact how a caregiver provides care?

DEMONSTRATE

One group will demonstrate for the class the proper way to assist a person with peri-care.



Module 10

Medications and Other Treatments

Lesson 1

Self Directed Care and Nurse Delegation

Lesson 2

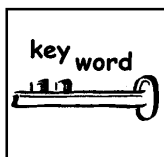
Medications

Personal Care Skills Covered

Assisting with Medications



Icons to help guide you



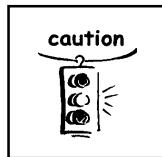
A word to remember



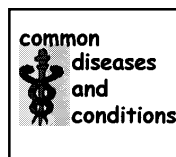
Something to report



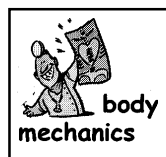
See the Resource Directory



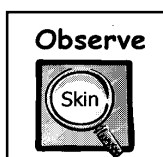
Beware or be careful



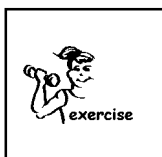
See the Common Diseases section



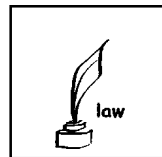
Use proper body mechanics



Observe skin



Classroom exercise



Something in the law



Be alert and respectful

Module 10 - Lesson 1

Self-Directed Care and Nurse Delegation

Self-Directed Care

Nurse Delegation



What you will learn in this lesson:

1. Self-Directed Care.
2. Nurse Delegation.

key word



Definition

None



Self-Directed Care

A Washington State law protects the rights of a client living in his/her own home to direct an Individual Provider (IP) to do health care tasks he/she can no longer physically do. These are health care tasks that a caregiver **would not otherwise be allowed to do** (e.g. placing a pill in the client's mouth or assisting with an injection).

Self-directing these additional care tasks gives a client the freedom to direct and supervise his/her own care. It allows him/her to continue to live at home rather than move to a care facility, where a licensed nurse would have to perform the task(s).

Self-directed care rules

The law allows only clients living in their own home to self-direct care tasks and only to an IP. In-home clients who have a home care agency worker or clients living in an adult family home or boarding home are **not** allowed to self-direct their care.

The specific roles and responsibilities of the client, IP, and case manager are outlined in law.

Client responsibilities include:

- informing his/her health care provider that task(s) will be self-directed to the caregiver;
- informing the case manager of his/her desire to self-direct certain tasks and providing the necessary information that must be documented in the DSHS care plan;
- training, directing, and supervising the IP in performing the task(s).

IP responsibilities include:

- deciding if you are comfortable providing the self-directed care task;
- getting trained by the client to do the task(s);
- performing the task(s) according to the instructions from the client.



If you are uncomfortable performing a self-directed health care task, talk with the client about it. If you and the client cannot reach an agreement on what to do, contact the case manager for help.

IPs are not allowed to do a self-directed care task **not** listed on the DSHS care plan. The case manager has to be involved and the DSHS care plan needs to be updated to include the task **before** it can be done.

Self-Directed Care



Case manager responsibilities include:

- documenting the self-directed care tasks in the DSHS care plan, including what is to be done and who is doing it;
- providing the IP and the client with a copy of the DSHS care plan with the self-directed care tasks listed;
- updating the DSHS care plan, as needed.

Nurse Delegation



Nurse Delegation is a Washington State law that allows a licensed Registered Nurse (RN) to train a qualified Nursing Assistant to do specific health care tasks for a client. These tasks are different than the standard personal care tasks and without nurse delegation a caregiver would not be allowed to do them. Nurse Delegation allows a client to continue to stay where he/she is living and still get the care he/she needs.

The requirements for Nurse Delegation are written in law. **Only** Nursing Assistants - Certified (NAC) or Nursing Assistants - Registered (NAR) can do delegated tasks.

Nurse Delegation training requirements

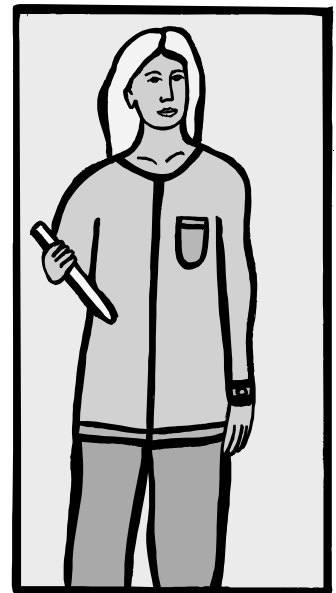
Training requirements include:

1. All Nursing Assistants must successfully complete the *Nurse Delegation Training for Nursing Assistants* course **before** accepting a delegated task.
2. **NARs** must successfully complete *Revised Fundamentals of Caregiving* or another state-approved basic caregiving curriculum **before** accepting a delegated task.

NARs who are also a RN, LPN, Medicare Certified Home Health Aide, Occupational Therapist, or Physical Therapist may take *Modified Revised Fundamentals of Caregiving* or another state-approved modified basic caregiving curriculum.

NACs must complete the *Modified Revised Fundamentals of Caregiving* course or another state-approved modified basic caregiving curriculum within 120 days of employment. It is not necessary to complete this course before performing a delegated task.

After the training has been successfully completed, the Nursing Assistant must take direction from the RN who is supervising him/her in performing these tasks.



Complaints or concerns about nurse delegation can be called into DSHS at 1-800-562-6078.

Module 10 - Lesson 1

Self Directed Care and Nurse Delegation

Types of tasks that must be delegated

The following are examples of tasks that must be delegated, including:

- administration of oral, topical, inhaled medications, and drops;
- administration of enemas or suppositories;
- inserting a straight catheter using a clean technique;
- tube feedings;
- blood glucose monitoring;
- simple dressings;
- colostomy care.

Types of tasks that may NOT be delegated

There are certain tasks written in law that **cannot** be delegated even to trained Nursing Assistants, including:

- injectable medications (other than insulin);
- sterile procedures;
- maintenance of central IV lines;
- tasks requiring nursing judgment.

When NOT to do a delegated task

You cannot do a delegated task if you:

- have not completed the training (see previous page);
- are not a NAR or NAC;
- are being asked to do a task that cannot be delegated; or
- are not comfortable doing the task.

Talk with your supervisor or get the client's case manager involved to resolve any of these situations.



The difference between Self-Directed Care and Nurse Delegation

The difference between these programs can be confusing. The following chart describes the main differences between these programs.

	Self-Directed Care	Nurse Delegation
Who trains and supervises you on the task itself?	Client	RN
Where can it be done?	In-home only	All care settings
Caregiver requirements	IP, not home care agency worker	Must be Nursing Assistant (Registered or Certified)

Module 10 - Lesson 2

Medications



Medication Assistance
and Medication

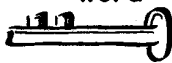
The Five Rights

More on Medications

What you will learn in this lesson:

1. The caregiver's role in medication assistance and medication administration.
2. The five rights of medication.
3. What to document and report regarding medications.
4. Medication side-effects.
5. What to do if a client doesn't want to take his/her medications.

key word



Definition

Medication route

The way a medication is taken

Side-effects

A secondary and usually undesirable effect of a drug or therapy

Medications are powerful substances that can treat, cure, or help control an illness, relieve symptoms like pain, and prevent disease. Medications include:

- **prescriptions** which must be ordered by a health care professional (doctor, nurse practitioner, physician's assistant, or dentist);
- **over the counter (OTC) medications** which anyone can purchase without a prescription at the store.

Your role as a caregiver may be to assist a client in taking medication. Very specific rules are written in law as to what a caregiver can and cannot do. The DSHS care plan will detail exactly what tasks you are asked to do in this area.

Medication Assistance and Medication Administration



Medication assistance and medication administration

Medication assistance is helping the client to take his/her own medication. Medication assistance does not require nurse delegation. Caregivers can assist with medications, as long as the client:

- is aware he/she is taking a medication;
- can put the medication into his/her mouth; or
- apply it to his/her own skin.

Medication assistance includes:

- reminding or coaching the client to take a medication;
- opening the medication container;
- handing the medication container or enabler to the client;
- placing the medication in the client's hand;
- crushing, cutting, or mixing a medication (only if a pharmacist or health care provider determines it is safe);
- steadying or guiding a client's wrist so he/she can apply drops, sprays, lotions, or ointments.

Medication assistance can **not** include:

- forcing a client to take his/her medication or hiding medication in something, such as food, in order to get the person to take it.

Medication administration is putting the medication into a client's mouth or applying it to his/her eyes, ears, or skin. Medication administration is required when:

- a client is unaware that he/she is taking medication;
- a client is physically unable to take or apply his/her medication;
- professional nursing or medical judgment is needed to determine whether the client needs to take the medication.

Who can administer medications

Only caregivers that fall into one of the categories listed below can administer a medication.

- RN, LPN;
- Family member;
- IP where an in-home client self-directs the task;
- NAR/NAC who has been nurse delegated the task;
- Caregivers in licensed boarding homes to a client who cannot physically administer his/her own medication but can direct the task to be done.



Comparing Medication Assistance to Medication Administration

Task	Task is considered:	
	Medication Assistance	Medication Administration
Filling a medication organizer (e.g. medisets)		X*
Opening containers, handing container to client	X	
Pouring liquid medication into a container and handing to client	X	
Putting medication in client's hand	X	
Crushing, cutting, or mixing medication (only if a pharmacist or other health care provider determines it is safe)	X	
Putting medication in a client's mouth or applying to skin		X
Steadying or guiding a client's wrist	X	
Injecting medications (other than insulin)		X*
Assisting with PRNs when professional judgement is needed		X*
Changing a sterile bandage		X*

* Tasks cannot be delegated.

Storage of medications

In-home clients can store medications as they choose. Encourage the client to keep medications out of the reach of children or pets, in its original container, and to store them in a cool, dry spot.



The rules for storing medications is set in law for boarding homes and adult family homes. Ask your supervisor about the rules if you work in one of these care settings.

Documentation

There are no specific documentation rules for in-home clients. For IPs, it is good practice to document:

- any drug reactions, possible **side-effects**, and/or changes observed;
- if a client continues to refuse to take a medication.



The rules for documenting medication assistance and medication administration have been set in law for boarding homes and adult family homes. Check with your supervisor. Agency workers should follow agency guidelines.

Module 10 - Lesson 2

Medications

There are five rights that guide your actions anytime you help a client with medications including: the right medication, client, amount, route, and time.

Medication names

All medications have a generic and product name. The generic name is given by the manufacturer before the Food and Drug Administration (FDA) approves the medication and gives information about the chemical makeup of the medication (e.g. ibuprofen).

The product name is the brand name used by a specific manufacturer when they sell the product. The name is owned by the manufacturer and cannot be used by any other company (e.g. Motrin or Advil for ibuprofen).

Medications packaging

Medication is packaged in a variety of ways, including:

- pill bottles or bottles with droppers;
- bubble packs or bingo cards;
- medication organizers, like medisets and weekly pill boxes;
- unit dose packaging with each dose packaged separately. Keep unit-dose packages wrapped until ready to use so the label stays with the medication.

All medications should be in a labeled medicine bottle or labeled container. The following information should always be on the medicine label:

- | | |
|------------------------|--------------------------------|
| • client's name | • expiration date |
| • medication name | • schedule |
| • doctor's name | • strength |
| • pharmacy name/number | • directions on use |
| • dosage | • quantity in the prescription |
| • route | • number of refills |

There may also be a special warning label that provides more information on the use of the medication, for example: *Medication should be taken with food.*

If the medicine is put in a separate container (not allowed in an adult family home or boarding home unless you are a nurse or pharmacist), it should always be labeled to include the:

- | | |
|-------------------|-------------------|
| • Client's name | • Route |
| • Medication name | • Expiration date |
| • Dosage | • Schedule |

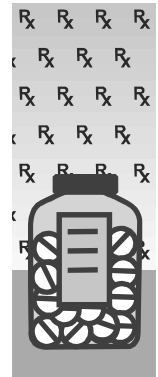
Reading the label

Read the label to make sure:

- the client's name is on the container;
- the medication is not expired;
- you verify the correct time, dosage, route and that you are aware of any special instructions for this medication (e.g. needs to be taken with food).

Five Rights

1. Right Medication





Read the label when you:

- 1.** Take it from the shelf or drawer where it is stored.
- 2.** Open the container or transfer it to an enabler.
- 3.** Replace the bottle or package.

2. Right Client

Always identify the client. It is your responsibility to make absolutely certain you know who the client is before you assist him/her with medication. Stay with each client until he/she takes the medicine.

3. Right Amount

Know the correct dosage symbols and abbreviations for medications. Be sure that the amount the client takes matches the amount on the label.



Commonly Used Abbreviations for Medications

a	Before	mEq	Milliequivalent
ac	Before meals	noc, noct	Nocturnal
@	At	NPO	Nothing by mouth
bid	2 times a day	OD	Right eye
c	With	OS	Left eye
cc	Cubic centimeter, same as ml	OU	Both eyes
cm	Centimeter	p	After
dc	Discontinue	pc	After meals
elix	Elixir	po	By mouth
gm	Gram	prn	As needed
gtt	Drop	q	Every
gtts	Drops	qd	Every day
hs	Bedtime	qid	4 times a day
IU	International units	qod	Every other day
Kg	Kilogram	q4h	Every 4 hours
L	Liter	qhs	Every bedtime
mcg	Microgram	s	Without
mg	Milligram	tid	3 times a day
ml	Milliliter, same as cc	u	Unit
mm	Millimeter		

The most common **medication routes** are:

- **oral** - taken by mouth. This includes tablets, capsules, powders, syrups, mouthwashes, and more.
- **topical** - applied to the skin or mucous membranes. These include creams, lotions, ointments, skin patches, or ear and eye drops.
- **suppositories** - inserted into the rectum or vagina.
- **aerosol medications** - inhaled through the nose or mouth.
- **injected** - by piercing the skin with a needle and putting the medication into a muscle, fat tissue, under the skin, or into a vein.



Regularly scheduled medications are taken at certain times of the day. Usually, there is some flexibility in the “window of time” when the medication can be taken. For example, a medication to be taken at 9 am. may be okay to take anywhere between 8:30 to 9:30 am.

The regular schedule will be determined by the client, the doctor, and/or the nurse. The schedule should be clear so you can assist the client at the right time.

Check the medication record or medicine container for the correct time for the medication. Refer back to the list on page 186 to make sure you know the correct abbreviations for times.

PRNs

PRN medications (Latin for Pro Re Nata) are medications taken on an “as needed” basis.

You **may assist** the client if there are specific, **written** directions to follow and the client indicates he/she needs the medication.

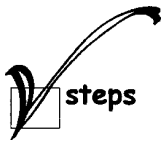
You **may not assist** the client with PRN medications when professional judgment is required to decide if the medication is needed or when the client is not able to determine what is needed (unless you are an RN, LPN, or family member).

4. Right Route



5. Right Time

Skill: Medication Assistance



1. S.W.I.P.E.S.
2. Remind the client it is correct, scheduled time to take his/her prescribed medication.
3. Take the medication container from where it is stored, look at the label, and verify the 5 Rights—medication, client, amount, route, and time.
4. Open the container, look at the label and verify the 5 Rights again.
5. Hand the correct dosage to the client, hand the open container to the client, or transfer the medication to an enabler.
6. Offer the client a full glass of fluid (for oral medications).
7. Observe and make sure the medication is taken.
8. Close the medication container and put it back in the appropriate place. Read the label and verify the 5 Rights once again.
9. Document that the client has taken the medication. If he/she has not, document that as well.
10. Wash hands.

The following are **general tips** when assisting a client with **oral medications**:

- Ask the client to sit up when taking oral medicine to make it easier to swallow.
- If the client cannot sit up and is lying in bed, help him/her roll to the side to make swallowing easier.



More on Medications

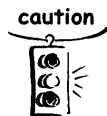


When medications are not taken as prescribed

It is considered an error when the medication is not given according to the directions. This includes any error related to the “five rights” including wrong time, wrong medication, wrong client, wrong dose, wrong route, or any other mistake.

Reporting errors

While we all try not to make mistakes, sometimes it happens. Immediately report errors you discover to your supervisor or the delegating nurse (if there is one). IPs (or the client, if able) should immediately call the client’s pharmacist or doctor to make sure the medication error will not harm the client.



Pay close attention and make sure you understand what you are to do when assisting with medications. Check with the appropriate person in your care setting when in doubt about anything to do with assisting with medications.

Medication side-effects

A medicine can interact with other medicines, food, alcohol, OTC medications, and/or herbs. This drug interaction may increase or decrease the effectiveness and/or the side-effects of the medicine being taken. The likelihood of a drug interaction occurring increases as the number of medications being taken by a client increases.

Read the label and insert that comes with a medication and stay alert to special instructions, anything that should be avoided (e.g. food), and/or possible side-effects of the drug.



Symptoms of Possible Medication Side-Effects

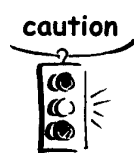
- | | |
|---|---|
| <input type="checkbox"/> Confusion and other memory problems | <input type="checkbox"/> Rash, hives, itching |
| <input type="checkbox"/> Dizziness, difficulty walking, increased falls | <input type="checkbox"/> Diarrhea, constipation |
| <input type="checkbox"/> Anxiety | <input type="checkbox"/> Fluid retention |
| <input type="checkbox"/> Upset stomach or vomiting | <input type="checkbox"/> Loss of energy |
| <input type="checkbox"/> Changes in eating, sleeping patterns | <input type="checkbox"/> Dry mouth |
| <input type="checkbox"/> Chills | |

Report any of these symptoms to the proper person in your care setting.



Clients should also be encouraged to:

- give his/her doctor and pharmacist a complete list of all of the drugs he/she is using including OTC medications, vitamins, food supplements, and herbal remedies;
- inform his/her doctor when medications are added or discontinued or about changes in life-style;
- ask his/her doctor or pharmacist about the most serious or frequent drug interactions with the medications she/he is taking;
- get all prescribed and OTC medications at the same pharmacy or drug store so the pharmacist can maintain an up-to-date list of all medications a client is taking and check for potential problems.



Vitamin supplements and herbs

Many vitamins and herbs interfere with medications that people take or can cause serious side-effects in individuals with certain medical problems. Encourage a client to talk with his/her doctor and/or pharmacist before taking any vitamins or herbs.

When a client doesn't want to take medication

Individuals have the right to refuse to take their medications. If a client refuses to take a medication, try to find out why and help solve any concerns or problems.

Below are some common reasons and suggestions for how to work with clients who may not want to take a medication.

REASON	SUGGESTION
Unpleasant taste	<ul style="list-style-type: none">• Provide crackers or juice afterwards to help cover up any bad taste.• Put the medication in jelly (if appropriate and the client is aware it is there).• Many pharmacies now offer flavoring that can be added to bad-tasting medicines.• Use an ice cube to numb the taste buds just before the individual takes the medication.• Suggest that the client or the family try to get a different form of medication, a different medication from the prescribing doctor, or report this to the nurse for a solution, if one is available.
Unpleasant side effect	<ul style="list-style-type: none">• Suggest that the client ask the doctor about changing the schedule, (e.g. before bedtime), changing medication, or treating the side effect.
Lack of understanding	<ul style="list-style-type: none">• Provide simple reminders on what the name of the medication is and what the medication does. For example, "This is Lasix, your water pill."
Denial of need for medication	<ul style="list-style-type: none">• Remind the client about the purpose of the medication, but do not argue. For example, "Alma, you take your heart medication every day to keep your blood pressure down." If appropriate, get support from a family member. It may help to show a client something written by the doctor.



If there is no solution to why a client doesn't want to take the medication and/or he/she continues to refuse to do so, report this to the appropriate person in your care setting. Document that the client did not take the medication, why, and who you notified according to the rules for where you work.



A client's background and/or culture can impact his/her view on the use of medications versus other types of treatments and/or therapies. Encourage the client to share any concerns with his/her health care provider.



1. Put an "X" in the appropriate column.

Task	Medication Assistance	Medication Administration
Putting medication in a client's mouth or applying to skin		
Placing a medication in a client's hand		
Using professional nursing judgment about a medication		
Steadying or guiding a client's wrist		
Reminding or coaching a client to take medication		

2. True False The likelihood of a drug interaction occurring increases as the number of medications being taken by a client increases.
3. The window of time a medication can normally be safely taken is within: (circle the correct answer)
- 1-2 hours of the prescribed time.
 - 3-4 hours of the prescribed time.
 - 30 minutes of the prescribed time.
4. True False Only clients living in an adult family home or boarding home can self-direct care tasks to a caregiver.
5. The following care tasks can **not** be done by a caregiver under nurse delegation: (circle the correct answer)
- Tube feedings.
 - Injecting medications (other than insulin).
 - Colostomy care.
6. A caregiver can assist a client with PRN medications, when there are clear, written directions and: (circle the correct answer)
- The client requests it.
 - Nursing judgment is required.
 - You have time to help.
7. True False What needs to be documented regarding medication is up to the caregiver in an adult family home or boarding home.



8. The wrong medication was given to a client by mistake. Your **first** action must be to: (circle the correct answer)
- a. Watch for side-effects.
 - b. Report it immediately.
 - c. Offer the correct medication.
9. When assisting with medications, you must read the medication label and verify it is the correct time, dosage, and route: (circle the correct answer)
- a. The first time you give it to a client only.
 - b. Every time you assist giving the medication.
 - c. When you think about it and have time.
10. True False Only report a client's continued refusal to take a medication if you think it will harm him/her. .

Module Scenario



Mr. Gaines is a 67-year-old client living with arthritis and cancer. His current chemotherapy treatment has left him quite weak. Today he has asked you to open a bottle that contains a new vitamin supplement he has heard will cure his type of cancer.

RESEARCH

Review page 296 about arthritis and page 299 for cancer.

PROBLEM SOLVE

- 1. Identify what problem(s) a caregiver needs to address in this situation.
- 2. Pick one problem and brainstorm ways to solve it. Pick a solution.
- 3. How does this impact how a caregiver provides care?

DEMONSTRATE

One group will demonstrate for the class the proper way to assist a person with medication.



Module 11

Self Care and the Caregiver

Lesson 1

Self Care and the Caregiver

Lesson 2

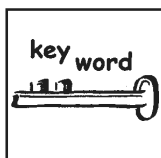
Grief and Loss

Personal Care Skills Covered

None



Icons to help guide you



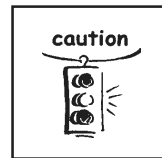
A word to remember



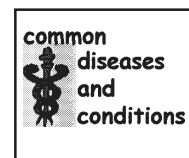
Something to report



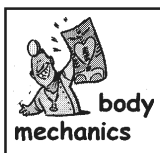
See the Resource Directory



Beware or be careful



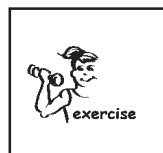
See the Common Diseases section



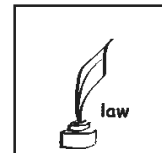
Use proper body mechanics



Observe skin



Classroom exercise



Something in the law



Be alert and respectful

Module 11 - Lesson 1

Self Care and the Caregiver



Self Care

What you will learn in this module:

1. Good self care practices for caregivers.
2. Warning signs of caregiver stress and burnout.
3. How to set limits.
4. Finding positive outlets for your emotions.
5. Learning ways to relax.
6. Successfully making healthy life-style choices.

key word



Definition

Burnout

A state of physical, emotional, and mental exhaustion

Stress

Any situation or thought that makes you feel frustrated, angry, or anxious

There are many positive, life giving rewards to caregiving (see page 39). On the other hand, caregiving can take a lot out of you. It can be physically and emotionally demanding, stressful, and energy draining work. Most caregivers also have other life pressures and responsibilities.

All of this adds up to a lot of expectations and demands on one person. Caregivers can be so busy caring for others that they often neglect their own emotional, mental, physical, and spiritual health. Just as you need to fill up your car before it runs out of gas, caregivers need to continually refuel the body, mind, and spirit.

Good self care for caregivers includes:

- Recognizing and reducing stress in your life;
- Setting limits;
- Finding positive outlets for your emotions;
- Learning to relax;
- Making healthy choices in diet;
- Getting enough sleep and physical activity.

Does “doing it all” also include taking care of you? Ask yourself the following questions and think about how well you are taking care of your own needs.

Yes No

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Do you take better care of others than you do yourself? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you try to “do it all” even when it isn’t realistic? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you ignore or down play your own feelings or health problems? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you have a hard time saying “no”? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is it hard for you to ask for help? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is finding time for yourself always something you will do tomorrow? |

If you answered yes to several of the questions above, you may need to look at how well you are taking care of yourself.

Recognize early warning signs of stress

Stress is a normal part of every day life. Although small amounts of stress can keep you alert and motivate you to take action, too much stress for long periods of time is hard on your body, mind, and spirit.

Under stress, your body goes on high alert. Essential body functions, like respiration and heart rate, speed up. Less essential functions, such as the immune system, shut down. This puts you at greater risk for infections, certain diseases, depression, or anxiety.

Self Care



key word
stress

Reduce Stress in Your Life

Stress itself isn't harmful. It's your **reaction** to what is causing the stress that can be harmful.

Recognize early warning signs of stress

To give yourself the best chance of reducing stress in your life, you should:

1. Recognize what normally causes YOU stress.
2. Stay alert to early warning signs that you are stressed.
3. Take action early to reduce the stress.

1. What causes you stress

Stress often begins when events feel beyond or out of your control. What is stressful for you may or may not be stressful to others. There are no right or wrong answers - just your own internal feelings.



Below are some common feelings and stress causing factors that caregivers report as stressful. Check off any that are possible causes of stress for you.

- ☐ I feel overwhelmed most of the time.
- ☐ It feels like everything is out of my control.
- ☐ I feel trapped.
- ☐ I feel alone with all the responsibility for too many things.
- ☐ I don't feel valued for what I do.
- ☐ I feel guilty that I am not doing enough - no matter what I do.
- ☐ I often feel sad or depressed.
- ☐ I am angry or resentful at not getting enough help from others.
- ☐ I feel helpless to change the situation.
- ☐ (other) _____
- ☐ (other) _____

Other stress causing factors ...

- ☐ A client's or co-worker's negative behavior or attitude.
- ☐ Problems outside of work.
- ☐ Not enough money.
- ☐ (other) _____
- ☐ (other) _____

2. Warning signs of stress

Once you have a better idea of what can cause you stress, get a sense of how much stress you are feeling. Stay alert to early warning signs that things are getting out of balance. Family or friends can also be a good source of feedback.

Warning Signs of Stress

Physical	Emotional/Mental	Behavioral
<ul style="list-style-type: none"> • Muscle tension • Stiff neck or back pain • Cold/sweaty hands • Tired all the time • Tension headaches • Indigestion or diarrhea • High blood pressure - chest pain • Ulcers • Rapid heart rate • Grinding of teeth 	<ul style="list-style-type: none"> • Feelings of hopelessness, depression, guilt, anxiety, apathy, or fear • Impatience • Nervousness • Mood swings • Short-tempered • Panic 	<ul style="list-style-type: none"> • Changes in eating or sleeping patterns • Forgetfulness • Having a hard time making a decision • Withdrawing from former activities or spending less time with friends • Problems with relationships (marriage, friends, children) • Inability to rest or relax

Caregiver *burnout*

Caregiver burnout can happen when too much stress continues for too long and little or no action has been taken to replenish the mind/body/spirit.

The warning signs of burnout are similar to the warning signs of stress - just intensified (see above). Caregivers who are burned out report that they feel like there is "nothing left". Beyond the physical exhaustion, there is often a loss of hope, purpose, and meaning. There are no emotional or physical reserves left to continue on as before - the gas tank is now empty.

The following are behaviors that may put you at risk for caregiver burn out. Check off the ones that may be true for you.

Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | I take on more than I can realistically do. |
| <input type="checkbox"/> | <input type="checkbox"/> | I skip breaks, lunch, or other free time. |
| <input type="checkbox"/> | <input type="checkbox"/> | I don't take vacations – even when I need one. |
| <input type="checkbox"/> | <input type="checkbox"/> | It is hard for me to ask for help - even when I need it. |
| <input type="checkbox"/> | <input type="checkbox"/> | It is not easy for me to seek out emotional support from others. |
| <input type="checkbox"/> | <input type="checkbox"/> | I don't make or keep needed medical appointments. |
| <input type="checkbox"/> | <input type="checkbox"/> | I usually don't take the time to eat right or exercise. |
| <input type="checkbox"/> | <input type="checkbox"/> | I don't get enough sleep. |
| <input type="checkbox"/> | <input type="checkbox"/> | I find myself drinking more or using drugs to "cope". |

If you checked "yes" for several statements, you may want to look at the possibility that you may now or in the future be a candidate for caregiver burnout.

key word



Taking Action to Reduce Stress

The need to reduce stress is not surprising to most caregivers. The reality is that making the needed life-style changes is often easier said than done.

There are common barriers to many caregivers carving out the time, making it a priority, or having the resources and energy to take the steps to refuel their body/mind/spirit, including:

- feelings of guilt or selfishness for taking time away from others;
- pressure from loved ones to keep things the way they are;
- being too overwhelmed or too tired to take positive action;
- fear of failing or lack of confidence in making the change;
- not knowing or using stress reducing techniques;
- lack of money;
- procrastinating or postponing taking the needed steps.

Tips for making successful behavior changes

To make positive life-style changes, you need to feel confident in your ability to change and see the importance and benefit to you and/or your loved ones. Here are three important tips for making positive changes in your life.

1. Be honest with yourself about your capabilities and goals

Set specific, realistic short-term and long-term goals. Shoot for small changes and start slowly. You are more likely to be successful taking it one, small, baby step at a time. Unrealistic goals set you up to feel frustrated or defeated and are likely to cause you to give up.



2. Get help

Create a support system. Looking for and accepting help is one of the best tools you have in making a successful change. Find people who will encourage and support you in sticking with your goals. Talking with a person who has already been through what you are experiencing is always helpful. Don't assume others can read your mind and know what you need. Be specific and ask for what you want. If that person can't give it to you, find someone who can!



3. Reward yourself

Create your own reward system and give yourself encouragement along the way. Celebrate every success, no matter how small. Be patient - don't expect immediate results. Feel good about the steps you are making and don't beat yourself up. If you slip and go back to old behaviors, don't give up. Tomorrow is another day to try again.

Setting Limits

Your time and energy are limited resources. One of the first actions you can do to reduce stress and prevent burn out is to recognize you have the right to meet your own needs and set realistic limits to what you can and can't do for others. Often, caregivers forget that they have a choice of saying "no" in many areas of their lives.

The following are certain behaviors that are difficult for many caregivers to do regarding setting limits. Check off the ones that may be true for you.

Yes No

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | It is hard for me to say "no". |
| <input type="checkbox"/> | <input type="checkbox"/> | I find it hard to find the time to enjoy fun things. |
| <input type="checkbox"/> | <input type="checkbox"/> | I would rather do things myself than ask others to help. |
| <input type="checkbox"/> | <input type="checkbox"/> | I would rather do things for other people than for myself. |
| <input type="checkbox"/> | <input type="checkbox"/> | I feel guilty or selfish when I try to set limits. |
| <input type="checkbox"/> | <input type="checkbox"/> | It is not easy for me to tell others when I need time for myself. |
| <input type="checkbox"/> | <input type="checkbox"/> | I am afraid others will be angry if I tell them I can't do something. |
| <input type="checkbox"/> | <input type="checkbox"/> | I usually don't set limits and end up feeling resentful of others. |
| <input type="checkbox"/> | <input type="checkbox"/> | I set limits but then back down too easily. |
| <input type="checkbox"/> | <input type="checkbox"/> | People rarely take me seriously when I do try to set limits. |

If you answered yes in several of the boxes, you may want to look at your skills at setting limits. Not setting healthy limits can lead to stress, possible burnout, frustration, and often anger and resentment.

How to set limits

To set limits, you first have to be realistic with yourself about what you can and can't do. Slow down and understand where you stand. Think before you automatically say "yes". The following are some questions to help you sort through what you can and can't do.

- Are you clear about what you are being asked to do?
- Are you interested in what you are being asked to do?
- Do you realistically have the time to add this activity to your schedule without creating yourself unnecessary stress?
- Are you looking for the approval from others by saying yes and not thinking about what is best for you?
- What is your "gut" reaction for what is best for you?
- What will happen if you say "no"?

If you are not sure how you feel about it, let the other person know you need some time to think it over (unless it is an emergency). For example, "I need some time to think this over, I will get back with you later this afternoon."

Communicating your limits

When you want to say "no":

- Actually use the word "no" when telling another person you can't do something.
- Use "I" statements without making excuses. No excuses are necessary. You have a basic right to say "no."
- Be brief. Long explanations are not needed and tend to sound like excuses.
- Make sure your body language matches what you are saying. Often people unknowingly nod their heads and smile when saying "no".
- Plan ahead. If you know a situation is brewing, plan what you will say in advance.
- You may have to say "no" several times before the person hears you. Just repeat your "no" calmly.
- Offer alternatives if they exist and are within your limits. "I am unable to do what you have asked, but I can do..."

Practice, Practice, Practice

Saying "no" gets easier with practice. Start with small steps and with people or situations outside of your family and work. For example, say "no" to the telemarketer that calls or to the clerk at the grocery store who asks if you want to donate money to charity.

When you build up to saying "no" to family and friends, remember they may not be used to you setting limits. Be prepared for resistance or denials in your ability to stick to "no". This is a common human reaction to change. It doesn't mean that what you are doing is wrong or that you should feel guilty. Stick to your limits if it is in your own best interest. However, it is always possible to change your mind if your circumstances change.



Finding Positive Outlets for Your Emotions

It is a normal part of caregiving to feel a variety of strong emotions. It is important to admit to these feelings and deal with them in a constructive manner. For example:

- **Talk to a trusted friend.** Problems are often easier to face and deal with when they can be talked over with an understanding and non-judgemental friend. Talking can help you vent your emotions, clarify your feelings, feel connected to others, and ease pressure and emotional stress.

Don't assume that people know or understand your situation or your need for help. Explain it to them. By communicating regularly and expressing your needs, you make it possible for friends and family to offer emotional support.

- **Join a support group** for caregivers or talk with your supervisor or other caregivers. Such groups can be extremely valuable in providing a safe place to share personal experiences and feelings with others who are in similar circumstances. In a support group, you can hear and share coping strategies and help others while helping yourself.

Contact your local Area Agency on Aging, senior center, or local hospital to find a caregiver support group in your area.



Remember when talking through your feelings with trusted friends or a support group to keep client information confidential.



- **Keep a journal.** Write down your thoughts and feelings. Journaling can help provide perspective and can serve as an important release for your emotions.

Stay involved in activities that “feed” your mind/body/spirit

There are a variety of positive ways people use to relax, de-stress, and refuel their mind/body/spirit including:



- hiking;
- gardening;
- reading a book;
- spending time with friends;
- listening to music;
- meditation;
- doing yoga;
- visualizing a comforting scene;
- laughter.

Find what works for you. Staying socially connected and involved with activities and people that bring you pleasure is essential for good self care. Establish a routine and schedule times for such activities each week.

Relaxation Techniques

Other ways to relax involve using relaxation techniques. One easy and helpful technique is an exercise that promotes deep breathing.

When stressed, our breathing becomes shallow and rapid. Deep breathing involves deliberately learning to slow your breathing rate and breathe from the diaphragm. There are many benefits to deep breathing, it:

- lowers blood pressure;
- relaxes the muscles;
- slows your heart and respiration rate;
- prevents stress from building up;
- reduces general anxiety;
- increases your energy level.



Deep breathing technique

1. Either stand up or lie down, whatever is most comfortable and appropriate at the moment. You may also want to close your eyes.
2. Place one hand right below your belly button.
3. Inhale slowly and deeply through your nose, starting from your diaphragm.
4. Count slowly to four as you inhale.

Note: Your abdomen should push up into your hand. Your chest should move only slightly. If your chest moves noticeably when you inhale or your hand over your abdomen doesn't move, you're probably still breathing from your chest.

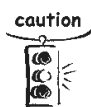
5. Pause and exhale slowly through your nose to a count of four.
6. Repeat two more times.



If you have high blood pressure, glaucoma, heart, or cerebral problems, avoid holding your breath.

Progressive Muscle Relaxation (PMR)

PMR is another commonly used relaxation and stress reduction technique. PMR teaches you to relax your muscles. Through practice, you can use PMR at the first signs of tension, anxiety, or stress to relax.



Before practicing PMR, check with your health care provider if you have a history of serious injuries, muscle spasms, or back problems.

PMR technique

1. Sit in a chair or lay in bed. Get as comfortable as possible—no tight clothes, no shoes, and don't cross your legs. Take a deep breath.
2. Focus on a specific muscle group (e.g. feet, hands, face).

A standard practice is to move from each foot and leg up through the abdomen, chest, each hand, arm, neck, shoulders, and face.

3. Inhale and tense or squeeze as hard as is comfortable the selected muscle for eight seconds.

Done properly, the tension will cause the muscles to start to shake and you will feel mild discomfort. If you feel pain - stop or don't squeeze as hard. Be careful with the muscles in your feet and your back.

4. Exhale and release the muscles quickly - letting them become loose and limp. Let all the tightness and pain flow out of the muscles. Stay relaxed for fifteen seconds and then move to the next muscle.

Getting enough rest

Most people need about seven to eight hours of sleep each day. See the Resource Directory page 274 for more information on getting a good night's sleep.

Healthy Choices in Sleep, Physical Activity, and Diet



Making healthy choices for physical activity

Many people think being physically active means playing sports or going to a gym and getting hot and sweaty. When in reality, there is now strong scientific evidence that moderate physical activity – like taking a brisk walk for thirty minutes each day most days of the week – is enough to see real health benefits and prevent certain diseases.

Staying physically active can help you:

- prevent heart disease and stroke;
- lower your blood pressure and cholesterol;
- boost the immune system;
- promote healthy blood sugar levels;
- improve your mood and the way you feel about yourself
- decrease depression;
- increase your energy and alertness;
- sleep better;
- reduce stress and anxiety.

How much exercise is enough?

Your doctor can help determine the best answer for you.

For the greatest overall health benefits for many people, 30 minutes of physical activity most days of the week and some type of muscle strengthening activity at least 2 times a week is the standard.



Tips for starting or maintaining physical activity

Staying active works best when you:

- match your interests and needs. Choose an activity you enjoy enough to do enthusiastically. A wide range of options should be considered in planning activities. Alternate new activities with old favorites to keep things fresh.
- get a family member or friend to do the activity with you.
- make time for it and schedule it each day.
- remember that something is better than nothing. Shoot for shorter, more frequent sessions rather than the occasional prolonged session.
- make use of everyday routines. Take the stairs instead of the elevator, use a rake rather than a leaf blower, walk or bike to the corner store instead of driving, or do stretching exercises while watching TV.



General exercise guidelines

- Warm up and cool down; stretch both before and after you exercise. Always ease into an activity for the first five minutes, and slow down the pace for the last five minutes instead of stopping suddenly.



See the Resource Directory pages 275-277 for some examples of stretching exercises.

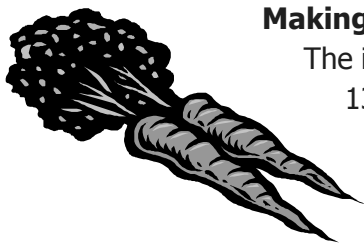
- Start with as little as ten minutes of exercise a day and increase gradually to thirty minutes plus for maximum benefits.
- Exercise at a comfortable pace. For example, while jogging or walking briskly you should be able to hold a conversation. You are exercising too hard if you do not feel normal again within ten minutes following exercise, if you have difficulty breathing, or feel faint during or after physical activity.
- Wear shoes that fit and clothes that move with you.
- Drink plenty of fluids.



Always check with your doctor before starting any exercise program.



See the Resource Directory page 278 for some information and tips on encouraging a client to keep physically active.



Making healthy choices for nutrition

The information contained in Module 8 - Nutrition, pages 134-143, will help you have a better understanding of how to make healthy choices in what you eat.

Tips for starting or maintaining a healthy diet

- Change what you eat one meal at a time.
- Planning is as important as willpower! Plan meals and snacks and then buy the foods you need for the week.
- Eat on a regular schedule to control your appetite.
- Choose smaller portions.
- Eat out less often.
- Take meals and healthy snacks to work.
- Remove temptations from the house.
- When you eat, focus on the food and enjoy it. Don't eat too fast, watch television, or read a book while eating.
- Know the difference between emotional and physical hunger.

Value the role you play as a caregiver

Finally, be proud of what you are doing and accomplishing. Since sometimes the demands and challenges of caregiving are overlooked by others, it is even more crucial that **you** take pride in your work. Be assured that you are performing an essential and very difficult job. You deserve recognition for what you do. If the recognition is not available from those around you, find ways to acknowledge and reward yourself.



Caregiving as a profession

As the number of people requiring care continues to rise, the demand for skilled, professional caregivers and professional healthcare providers (e.g. nurses, doctors, social workers, case managers) far exceeds the supply.

Depending on your current situation and career goals, you may wish to explore becoming a Nursing Assistant Certified (NAC) or pursue becoming a healthcare provider.

For more information about becoming a NAC, call the Washington State Department of Health at: (360) 236-4700.

Module 11 - Lesson 2

Loss and Grief



Loss and Grief

What you will learn in this module:

1. The types of losses a client or a caregiver may experience.
2. The grieving process.
3. Symptoms of grief.
4. How to be present when others are grieving or facing death.

key word



Grief

Definition

A reaction to a loss



All of us experience many different kinds of losses, disappointments, setbacks, and heart-breaks in our lives. Loss can include the death of a loved one or other losses like the loss of a job, relationship, pet, or dream. How strongly we react to the loss depends on how important the person or thing was in our lives and the number and timing of the losses that have occurred.

Loss and Grief

As a caregiver, it is important to be sensitive to a client who may be experiencing loss. Depending on the client's circumstances, these can include loss of:

- home and personal possessions
- physical abilities
- relationships, social activities
- income, financial security
- feeling of purpose and meaning
- privacy
- control
- hopes for the future
- self esteem
- independence

It is also important for you to be aware of the losses you personally may experience as a caregiver. Depending on your circumstances, your losses may be similar to those listed above. A client's losses can also trigger strong emotional reactions in you.

Family caregivers, as well as non-related caregivers, can also experience loss seeing a person's condition worsen or when facing the person's death.

Grief is a normal reaction to loss. Each of us grieves in our own way. How we grieve can be affected by our culture, gender, and the circumstances surrounding the loss.

Symptoms of grief

Grief is not limited to just our emotions. Grief can also impact your thoughts, physical body, relationships, and create spiritual turmoil.



... joy and sorrow are inseparable. . . together they come and when one sits alone with you . . . remember that the other is asleep upon your bed.

- Kahlil Gibran

Possible Symptoms of Grief

Physical Symptoms:

- Lack of energy or exhaustion
- Difficulty sleeping or sleeping a lot
- Headaches
- Upset stomach
- Lack of appetite or weight gain
- Restlessness
- Heart pounding
- Shortness of breath
- Tightness in the throat
- Numbness

Spiritual Symptoms:

- Feeling cut off or angry at a higher source or questioning faith

Thought Symptoms:

- Forgetful
- Inability to concentrate
- Distracted or preoccupied
- Confused
- Loss of the perception of time
- Difficulty with making decisions

Relationship Symptoms:

- Withdrawing from others
- Increased dependence
- Over sensitivity
- Lack of interest
- Relationship difficulties
- Lowered self esteem

Emotional Symptoms:

- Self blame
- Fear or anxiety
- Guilt
- Crying
- Loneliness
- Disbelief
- Denial
- Relief
- Panic
- Helplessness
- Depression
- Anger or irritability
- Mood swings

The process of grieving

Grieving is a process. It is a journey and not a destination. Grief does not proceed in a fixed order any more than life itself does. Many and varying degrees of emotions and reactions appear, disappear, only to reappear again.

A key for moving through the grieving process is to acknowledge, feel, and express all of the emotions and reactions brought on by grief-related changes.

Be a good listener to yourself. Let yourself feel your emotions. What you feel is valuable information. Try to understand what your feelings are telling you. Be patient. Everyone grieves in his/her own way and time.

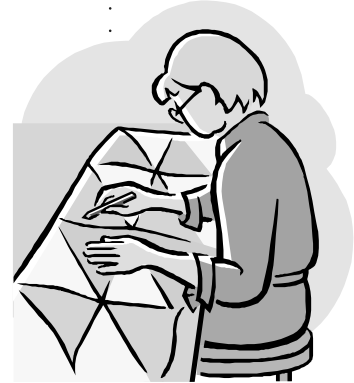


Grief rituals

It is important to find ways to stay healthy and keep functioning as you move through the grief process. See pages 195-204 for some examples of how to take care of yourself as you would in any other stressful life situation.

The use of a favorite ritual or practice is one way to create some closure for your loss. Some rituals people have used include:

- creating a memory book or quilt;
- planting a special flower, tree, bush;
- attending the funeral, wake, or memorial service;
- writing a letter to the person who has died;
- giving a donation to a favorite charity;
- having a celebration of the person's life;
- lighting candles;
- making an oversized card for the family with staff writing about special times.



Being present with others grieving or facing death

It is common for caregivers to be surrounded by others grieving from a variety of losses or to care for a client approaching death. It can be difficult to know what to say or not to say in these situations. Try not to avoid or side step the conversation. There are no easy or right ways to talk about grief or death and many people avoid it.

There is no better gift you can give another human being than to be open and present with him/her during this time. A client wishing to talk about death or other painful losses may need to:

- be reassured he/she is not alone;
- know that someone cares enough to listen;
- discuss important memories or learnings from his/her life;
- have help coping with fears and intense emotions;
- find ways to say good-bye to you and others.

Be available

Give the person time to talk. Don't take over. Let the person know that you are available to listen and willing to talk. Since knowing what to say isn't always easy, here are a few suggestions:

- "If you want to talk about this, I am here for you."
- "I can't really fully understand what you are feeling, but I can offer my support."
- "You are important to me."
- "I wish I knew the right thing to say, but I care and I am here if you need me."



Feel and express your own feelings

Be yourself. Many people try to hide their own feelings because they don't want to upset the person who is facing significant loss or death. Most of the time it is helpful and appropriate to let the other person know you are sad and concerned for them.



Remember everyone is different

People express their thoughts and emotions in a variety of ways. Avoid making and communicating judgments about how a person should be feeling.

In some cultures, it is not acceptable to talk about dying or show grief. Be aware of any cultural differences a person may have that impact his/her relationship with loss and death.

Sometimes saying nothing is the right thing to do. Just listening can be the best thing to help a client work through his/her feelings.

Hospice care

Some clients who are believed to have no more than six months to live may choose and be eligible for hospice care. Hospice care is designed to relieve or decrease pain and control other symptoms. The focus is no longer on curing the disease. The goal of hospice care is to help make sure the person's last days are spent with dignity and quality, surrounded by the people he/she loves.

Hospice care can be given in the client's home, a hospital, adult family home, boarding home, nursing home, or a private hospice facility.

If hospice becomes involved in a client's care, the hospice nurse will work with the care team to develop a hospice care plan. If hospice will be an added service, the case manager or your supervisor needs to be involved to make sure the DSHS care plan is updated.

Depending on where you work or your relationship with the client, how involved you are with the hospice care plan will vary. You are still an important part of the client's care.



1. True False The process of grieving normally follows a fixed, orderly course.
2. True False Caregiver burnout is normally caused by too much stress for too long without taking steps to refuel the body/mind/spirit.
3. To effectively communicate “no” when setting limits with others: (circle the correct answer)
 - a. Give a long explanation for why you can’t do something.
 - b. Use the word “no” and repeat it if necessary.
 - c. Offer a good excuse for why you can’t do it.
4. True False A high amount of stress builds your immune system.
5. Friends and family are telling you stress is becoming a problem in your life. When should you take steps to reduce it? (circle the correct answer).
 - a. As soon as possible.
 - b. In a few months.
 - c. No action is necessary.
6. True False Good self care includes taking really good care of everyone but yourself.
7. True False Grief only impacts a person’s emotions.
8. This afternoon a client has just learned of the death of a close friend. You should: (circle the correct answer)
 - a. Tell them all about your own experiences with loss.
 - b. Let the person know you care and are available to listen.
 - c. Avoid any conversation about it for a few days.
9. True False To successfully make a change in your life-style, (e.g. eating better, getting more exercise) set realistic goals and start slowly.
10. To set healthy limits with others, you first have to be realistic about what? (circle the correct answer).
 - a. Whether the person will accept it.
 - b. What you can and can’t do.
 - c. What is best for the other person.

Caregiver Training Requirements

Where the Caregiver Works	Orientation	Basic Training or Modified Basic Training	Caregiver Training in Mental Health, Dementia or Developmental Disabilities	Nurse Delegation Training for Nursing Assistants	Continuing Education
Home Care Agency	Before working with clients Done at the agency	Within 120 days of employment	Not required	Before performing a delegated nursing task	10 hours per year
Individual Provider in a client's home	Within 14 days of working with clients	Within 120 days of employment	Not required	Before performing a delegated nursing task	10 hours per year
Adult Family Home	Before working with clients	Within 120 days of employment	Taught by provider or other qualified person	Before performing a delegated nursing task	10 hours per year
Boarding Home	Before working with clients	Within 120 days of employment	Within 120 days of starting to provide specialty care or within 90 days of completing basic or modified basic training	Before performing a delegated nursing task	10 hours per year
DDD Group Homes	Before working with clients	Within 120 days of employment GH provider must follow the supervision requirements as per WAC 388-112-0070 for administrator and staff who have not completed the basic training.	Follow the requirement above depending on the type of license.	Before performing a delegated nursing task	10 hours per year

This training applies only to DD group homes. It does not apply to Supported living services that are also certified by DDD. DD group homes may have either a boarding home or an AFH license.

AFH Provider & Resident Manager Training Requirements BH Administrator or Designee Training Requirements

Where the Person Works	Orientation	Basic Training or Modified Basic Training	Manager Specialty Training in Mental Health, Dementia or Developmental Disabilities	Nurse Delegation Training for Nursing Assistants	Continuing Education
Adult Family Home	Before working with clients	<i>Provider:</i> before licensing <i>Resident manager:</i> Within 120 days of employment	Before accepting client with special care needs, or within 120 days of a client developing special care needs	Before performing a delegated nursing task	10 hours per year
Boarding Home	Before working with clients	Within 120 days of employment	If you have clients with special care needs, within 120 days of employment, or within 120 days of a client developing special care needs	Before performing a delegated nursing task (only if working in that capacity)	10 hours per year
DDD Certified Program	Before working with clients	Within 120 days of employment			10 hours per year

*For Boarding Home Administrators: if a currently licensed NH Administrator, only needs to complete orientation.



Recipe for Healthy Aging

People who remain healthy, happy, and independent as they age share certain characteristics. These people:

- Are physically active.
- Eat a diet high in fruits, vegetables, and whole grains, and low in saturated fats.
- Are socially active with friends and family.
- Don't smoke.
- Maintain a recommended weight level.
- Keep their blood pressure and cholesterol within normal range.
- Take medications properly.
- Get enough calcium.
- Drink alcohol only in moderation (if at all).
- See a health care provider regularly, find out about screening tests (e.g. screening for breast, cervical, and colorectal cancers, diabetes, and depression), and get the immunizations they might need.
- Take care of their teeth and visit a dentist regularly.
- Learn new things and stay active in the community.
- Laugh.
- Find and use ways to effectively cope with stressful events.



Friendships have been found to have as positive an effect on healthy aging as keeping physically fit. Friendships help to:

- extend the length of our lives;
- have a positive impact on our immune systems; and
- help to protect our minds from mental decline as we age.

Caregiver Roles in Different Care Settings

In-Home	Adult Family Home	Boarding Home (including Assisted Living)
<ul style="list-style-type: none"> • Work for one client at a time • Work in someone's private home or apartment • Unless hired by a home care agency, caregivers work directly for the client through a contract with DSHS • Need to be independent and able to handle any situation that comes up • Should have access to the DSHS care plan – must work out details of tasks directly with client • May not have formal client "charts" – but some form of log or journal is helpful and recommended • May be doing a lot of different tasks and need to be flexible and adaptable as the client's situation requires • Are required to keep timesheets and do other paperwork related to hours worked • May not have a lot of back-up if you are ill or not able to come to work • May be asked to do self-directed care tasks • May be asked to do nurse delegated care tasks 	<ul style="list-style-type: none"> • Reports to a supervisor (provider/resident manager) • May do a lot of different tasks such as cooking, cleaning, going on outings, as well as personal care • May be asked to do nurse delegated tasks • Should have access to the negotiated care plan • May not have a lot of back-up if you are ill or not able to come to work • Must follow AFH procedures and understand and support client preferences • Will do some level of documentation as per procedures of the adult family home 	<ul style="list-style-type: none"> • Reports to a supervisor • Takes care of more than one client. • Caregiver job may focus on personal care with other departments in the boarding home responsible for other aspects of care like activities, housekeeping, laundry, meal preparation • May be asked to do nurse delegated tasks • Should have access to the negotiated service agreement (care plan) • Must follow BH procedures and understand and support client preferences • Will do some level of documentation as per procedures of the boarding home

HIPAA PERMITS DISCLOSURE OF POLST TO OTHER HEALTH CARE PROVIDERS AS NECESSARY

Physician Orders

for Life-Sustaining Treatment (POLST)

FIRST follow these orders, **THEN** contact physician, nurse practitioner or PA-C. This is a Physician Order Sheet based on the person's medical condition and wishes. Any section not completed implies full treatment for that section. Everyone shall be treated with dignity and respect.

Last Name

First/Middle Initial

Date of Birth

A **CARDIOPULMONARY RESUSCITATION (CPR):** Person has no pulse and is not breathing.

☐ CPR/Attempt Resuscitation ☐ DNR/Do Not Attempt Resuscitation (Allow Natural Death)
When not in cardiopulmonary arrest, follow orders in **B**, **C** and **D**.

B **MEDICAL INTERVENTIONS:** Person has pulse and/or is breathing.

☐ **COMFORT MEASURES ONLY** Use medication by any route, positioning, wound care and other measures to relieve pain and suffering. Use oxygen, oral suction and manual treatment of airway obstruction as needed for comfort. **Patient prefers no transfer: EMS contact medical control to determine if transport indicated.**

☐ **LIMITED ADDITIONAL INTERVENTIONS** Includes care described above. Use medical treatment, IV fluids and cardiac monitor as indicated. Do not use intubation, advanced airway interventions, or mechanical ventilation. **Transfer to hospital if indicated. Avoid intensive care if possible.**

☐ **FULL TREATMENT** Includes care described above. Use intubation, advanced airway interventions, mechanical ventilation, and cardioversion as indicated. **Transfer to hospital if indicated. Includes intensive care.**

Additional Orders: (e.g. dialysis, etc.) _____

C **ANTIBIOTICS**

☐ No antibiotics. Use other measures to relieve symptoms.
☐ Determine use or limitation of antibiotics when infection occurs, with comfort as goal.
☐ Use antibiotics if life can be prolonged.

Additional Orders: _____

D **ARTIFICIALLY ADMINISTERED NUTRITION:** Always offer food and liquids by mouth if feasible.

☐ No artificial nutrition by tube.
☐ Trial period of artificial nutrition by tube. (Goal: _____)
☐ Long-term artificial nutrition by tube.

Additional Orders: _____

E **SUMMARY OF GOALS**

Discussed with:

☐ Patient ☐ Parent of Minor
☐ Health Care Representative
☐ Durable Power of Attorney for Health Care
☐ Court-Appointed Guardian
☐ Other: _____

The basis for these orders is: (check all that apply)

☐ Patient's request ☐ Patient's known preference
☐ Patient's best interest ☐ Medical futility

Print Physician/ARNP/PA-C Name

Physician/ARNP/PA-C Signature (mandatory)

Phone Number

Patient/Resident or Legal Surrogate for Health Care Signature (mandatory)

Date

SEND FORM WITH PERSON WHENEVER TRANSFERRED OR DISCHARGED

Use of original form is strongly encouraged. Photocopies and FAXes of signed POLST forms are legal and valid

HIPAA PERMITS DISCLOSURE OF POLST TO OTHER HEALTH CARE PROVIDERS AS NECESSARY

Other Contact Information (Optional)

Name of Guardian, Surrogate or other Contact Person	Relationship	Phone Number	
Name of Health Care Professional Preparing Form	Preparer Title	Phone Number	Date Prepared

DIRECTIONS FOR HEALTH CARE PROFESSIONALS

Completing POLST

- Must be completed by a health care professional based on patient preferences and medical indications.
- POLST must be signed by a physician, nurse practitioner or PA-C to be valid. Verbal orders are acceptable with follow-up signature by physician or nurse practitioner in accordance with facility/community policy.
- Use of original form is strongly encouraged. Photocopies and FAXes of signed POLST forms are legal and valid.

Using POLST

- Any section of POLST not completed implies full treatment for that section.
- A semi-automatic external defibrillator (AED) should not be used on a person who has chosen "Do Not Attempt Resuscitation."
- Oral fluids and nutrition must always be offered if medically feasible.
- When comfort cannot be achieved in the current setting, the person, including someone with "comfort measures only," should be transferred to a setting able to provide comfort (e.g., pinning of a hip fracture).
- A person who chooses either "comfort measures only" or "limited additional interventions" should not be entered into a Level I trauma system.
- An IV medication to enhance comfort may be appropriate for a person who has chosen "Comfort Measures Only."
- Treatment of dehydration is a measure which may prolong life. A person who desires IV fluids should indicate "Limited Interventions" or "Full Treatment."
- A person with capacity or the surrogate (if patient lacks capacity) can revoke the POLST at any time and request alternative treatment.

Reviewing POLST

This POLST should be reviewed periodically and a new POLST completed if necessary when:

- (1) The person is transferred from one care setting or care level to another, or
- (2) There is a substantial change in the person's health status, or
- (3) The person's treatment preferences change.

To void this form, draw line through "Physician Orders" and write "VOID" in large letters.

Review of this POLST Form

Review Date	Reviewer	Location of Review	Review Outcome
			<input type="checkbox"/> No Change <input type="checkbox"/> Form Voided <input type="checkbox"/> New form completed
			<input type="checkbox"/> No Change <input type="checkbox"/> Form Voided <input type="checkbox"/> New form completed
			<input type="checkbox"/> No Change <input type="checkbox"/> Form Voided <input type="checkbox"/> New form completed

SEND FORM WITH PERSON WHENEVER TRANSFERRED OR DISCHARGED

Revised November 2004

Assessment Details Pending Initial

Client Demographics

Client Information

Client Name: Doe, Jane M

Worker Name: Fitzharris, Karen

Primary CM at Assessment Creation: Fitzharris, Karen (DigreK)

Office: Olympic AAA/Port Hadlock/Jefferson

Assessment date: 09/22/2004

Presenting Problem

Client requesting in-home services following a stroke that has limited her ability to care for herself independently.

Was client the primary source of information? Yes

Collateral Contacts

Name: Johnson, Sam

Relationship: Not related

Role:

Physician

Phone:

(360)452-8989

Name: Doe, Pete

Relationship: Child

Role:

Emergency Contact, Informal caregiver

Phone:

(360)458-2369

Communication

Speech/Hearing

Making self understood expressing information content however able:

Usually Understood

Modes of expression:

Speech

Ability to understand others however able: Understood

Assessment Details

Pending Initial

Progression Rate: Deteriorated

Hearing Progression Rate: No Change

Hearing: Minimal difficulty in noisy setting

Telephone Use

How telephone calls are made or received (with assistive devices such as large numbers on telephone, amplification as needed).

Client Needs:

Independent, No difficulty

Vision

Ability to See: Adequate

Limitations:

None of these

Mental/Physical Health

Diagnosis

1. Stroke

Occured on August 20, 2004

2. Hypertension

first diagnosed in 1989

Indicators:

Dizziness/vertigo, Edema

Is client comatose? No

Medications

This list of medications was obtained from medical record/client/caregiver on the date of this assessment. Do not use this list as the basis for assistance with or administration of medications

1. ASPIRIN TABLETS DELAYED RELEASE USP

Dose Qty: 250.000 mg

Route: Oral

Frequency: BID (2 x day)

Rx: Yes

Assessment Details Pending Initial

2. ATENOLOL**Dose Qty:** 100.000 mg**Route:** Oral**Frequency:** QD (once daily)**Rx:** Yes**3. COUMADIN****Dose Qty:** 50.000 mg**Route:** Oral**Frequency:** QD (once daily)**Rx:** Yes

Medication Management

Self Administration: Assistance required**Frequency of need:** Daily**Client Strengths:**

Able to put medications in mouth

Client Limitations:

Cannot open containers

Caregiver Instructions:

Open containers

Provider
SMITH SHIRLEY
Doe, Pete

Clients son fills medi-set on a weekly basis

Indicators

Height: 5 feet 5 inches**Weight:** 165 pounds**Weight loss: 5% or more in last 30 days; or 10% in last 180 days:** No**Weight gain: 5% or more in last 30 days; or 10% in last 180 days:** No**In general, how would you rate your health? :** Good**In the last 6 months or since last assessment (if less than 6 months ago):****Number of times admitted to hospital with an overnight stay:** 1**Number of times visited emergency room without an overnight stay :** 1**Date of last doctor visit:** 09/02/2004**Doctor name:** Johnson, Sam

Treatments/Programs/Therapies

Type: Treatments**Name:** Routine lab work

Assessment Details Pending Initial

Providers:

Provider	Frequency
Clinic/practitioner's office	Monthly

For monitoring of coumadin levels

Sleep

Preferences:

Prefers to have the light off

Patterns:

Arises early

Is client satisfied with sleep quality? Yes

Memory

Recent memory : Recent Memory is OK

Long Term memory: Long term memory is OK

Assist Type:

Ask clear and simple questions, Set up calendar

Preferences:

Like to have same daily routine

Is individual oriented to person? Yes

Progression Rate: No Change

Decision Making

Rate how client makes decisions:

Independent - Decisions are consistent and organized;reflecting client's lifestyle,choices,culture, and values

Is client always able to supervise paid care provider? Yes

ADL

The following are the clients functional limitations as they impact ADL functioning:

Cannot raise arm(s), Unsteady gait, Right sided weakness

Stamina

Number of days individual went out of the house or building in which individual

Assessment Details Pending Initial

lives (no matter for how short a period): One day/week

Overall self-sufficiency has changed significantly as compared to status of 90 days ago: Deteriorated

Potential for improved function in ADL's and/or IADL's:

Difference between AM & PM

Task segmentation ADL's: No

Task segmentation IADL's: No

Universal Precautions

The formal and informal caregiver will use latex/plastic gloves when in contact with any secretions to prevent spread of infection. Thorough hand washing with soap will be done before and after gloving. Gloves will be put on and discarded at the end of each task. If the primary care provider orders these gloves they can be paid for through the medical coupon.

Walk in Room, Hallway, and Rest of Immediate Living Environment

Client Needs:

Extensive assistance, One person physical assist

Equipment:

Type	Status	Supplier
Walker	Has, uses	

Locomotion in Room and Immediate Living Environment

How individual moves between locations in his/her room and immediate living environment.

Client Needs:

Extensive assistance, One person physical assist

Client Strengths:

Client is weight bearing, Client is cooperative with caregiver

Client Limitations:

Leans to right

Caregiver Instructions:

Call 911 to evacuate client, Keep walkways clear, Leave assistive device within reach

Equipment:

Assessment Details

Pending Initial

Type	Status	Supplier
Walker	Has, uses	

Client is unsteady during ambulation and needs physical assist when feeling weak and/or unsteady

Locomotion outside of Immediate Living Environment to include Outdoors

How the individual moves to and returns from areas outside of their immediate living environment.

Client Needs:

Extensive assistance, One person physical assist

Client Strengths:

Remembers to use assistive device, Building has elevator

Client Limitations:

Needs assist with stairs

Client Preferences:

Prefers contact guard

Caregiver Instructions:

Keep assistive device within reach

Equipment:

Type	Status	Supplier
Walker	Has, uses	

Provider
SMITH SHIRLEY

Bed Mobility

How individual moves to and from lying position, turns side to side, and positions body while in bed.

Client Needs:

Extensive assistance, One person physical assist

Client Strengths:

Aware of need to reposition

Client Limitations:

Repositioning is painful

Client Preferences:

Sleeps on back, Uses extra pillows

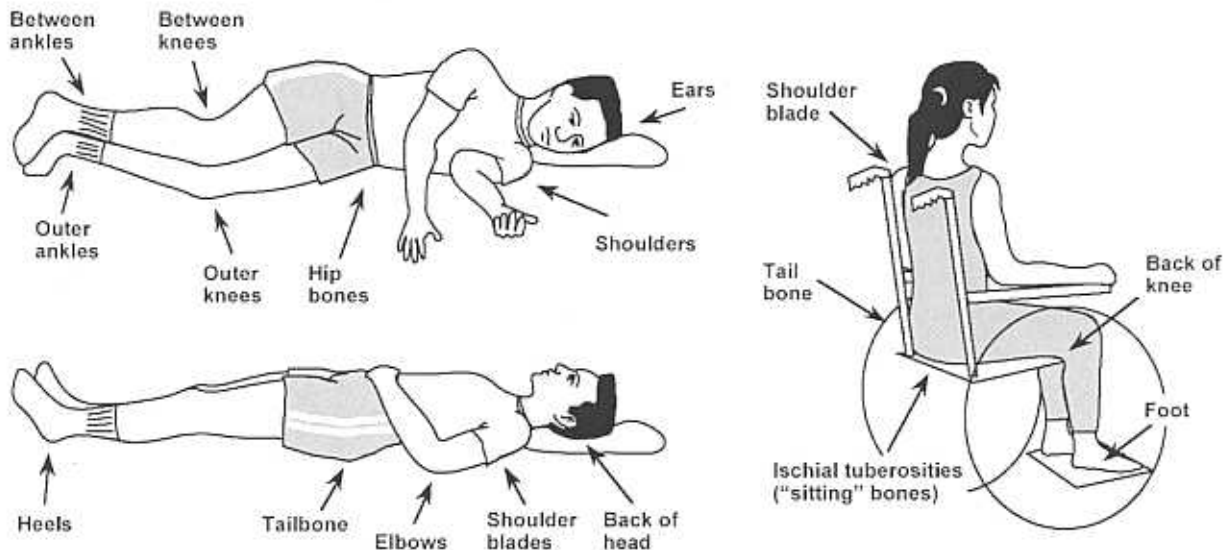
Assessment Details

Pending Initial

Caregiver Instructions:

Assist to roll over, Keep sheets clean and smooth, Monitor pressure points daily

Needs assist with movement once on her left side to reposition to right side.



Falls

Site: Bedroom

When: Last 30 days

Consequence:

No injury

Fell while trying to get out of bed on her own

Transfer

How client moves between surfaces, to/from bed, chair, wheelchair, standing position, (exclude to/from bath/toilet).

Client Needs:

Extensive assistance, One person physical assist

Client Strengths:

Transfers with some support

Client Limitations:

Is afraid of falling

Caregiver Instructions:

Bring walker to client

Assessment Details Pending Initial

Provider
SMITH SHIRLEY

Is very weak on her right side

Eating

How individual eats and drinks (regardless of skill). Includes intake of nourishment by other means (e.g., tube feeding, total parenteral nutrition)

Client Needs:

Independent, Setup help only

Client Strengths:

Client has a good appetite

Client Limitations:

Cannot cut food, Paralysis of dominant hand

Caregiver Instructions:

Cut food into small pieces

Toilet Use

How individual uses the toilet room (or commode, bed pan, urinal); transfers on/off toilet, cleanses, changes incontinence pads, manages ostomy or catheter, adjusts clothes.

Client Needs:

Extensive assistance, One person physical assist

Client Strengths:

Aware of need to use toilet, Can assist caregiver with transfer

Client Limitations:

Requires peri-care after toilet use, Cannot change incontinence pads

Client Preferences:

Would like privacy

Caregiver Instructions:

Change pads at least every two hours, Toilet client regularly, Provide perineal care, Transfer client on/off toilet

Equipment:

Type	Status	Supplier
Briefs/pads	Has, uses	

Assessment Details

Pending Initial

Likes to do as much for herself as she possibly can during toileting, very private person

Specific Instructions for Skin Care due to Bowel/Bladder

Do's:

1. Follow the toileting schedule on the service plan.
2. If the client is unable to control their urine or stool, use incontinence products of the client's choice and assist with changing the product as soon as it is wet or soiled
3. Gently cleanse or bathe the client after soiling from urine or stool, to keep the skin clean.
4. Apply a thin layer of one of the following waterproof creams or protective barriers: zinc oxide, A&D ointment, Desitin, Bag Balm, or Balmex to protect the skin from wetness.
5. Report to case manager when you need help with the care plan.

Don'ts:

1. If at all possible don't use blue pads (disposable waterproof underpads). They hold the moisture on the skin. A preferred and more skin friendly alternative is a waterproof cloth pad that can be laundered and reused.

Report to the Case Manager when:

1. You are not sure what incontinent products or barrier creams to use. The Case Manager may make a referral to have a nurse talk with the client and caregiver.

Continence Issues

Bladder control (last 14 days): Frequently incontinent

Change in bladder continence (last 90 days): No Change

Bowel control (last 14 days): Usually continent

Change in bowel continence (last 90 days): No Change

Bowel Pattern (last 14 days):

Regular

Appliances & Programs (last 14 days):

Pads/briefs

Individual management (last 14 days): Uses, has leakage, needs assist

Dressing

How individual puts on, fastens, and takes off all items of street clothing, including donning/removing prosthesis.

Client Needs:

Extensive assistance, One person physical assist

Client Strengths:

Assessment Details

Pending Initial

Can select clothing, Client is cooperative with caregiver

Client Limitations:

Cannot put on shoes/socks, Cannot lift arms

Client Preferences:

Prefers to change daily, Prefers to wear loose clothing

Caregiver Instructions:

Put on/take off footwear, Dress client's lower body

Provider
SMITH SHIRLEY

Personal Hygiene

How individual maintains personal hygiene, including combing hair, brushing teeth, shaving, applying makeup, washing/drying face, hands, and perineum.

Client Needs:

Extensive assistance, One person physical assist

Client Limitations:

Cannot raise arms

Caregiver Instructions:

Comb hair as needed, Trim fingernails as needed, Assist to clean dentures, Apply deodorant

Provider
SMITH SHIRLEY

Bathing

How individual takes full-body shower, sponge bath, and transfer in/out of Tub/Shower.

Client Needs:

Physical help/part of bathing, One person physical assist

Client Strengths:

Client is cooperative with caregiver

Caregiver Instructions:

Wash back, legs, feet, Shampoo client's hair, Transfer in/out of tub/shower

Assessment Details Pending Initial

Provider
SMITH SHIRLEY

Specific Skin Care Instructions

Do's:

1. Look at the skin at least once a day for changes in color or temperature (warmth or coolness), rashes, sores, odor or pain. Pay special attention to the pressure points.
2. Use mild soap (avoid soaps labeled antibacterial or antimicrobial). Use warm (not hot) water. Rinse and dry well (pat, don't rub).
3. Lubricate dry skin with moisturizing creams or ointments (such as Eucerin or Aquaphor).
4. Use a cushion or towel on the shower chair to help prevent bare skin from tearing.
5. Protect bare skin during all transfers.
6. Report to case manager when you need help with the care plan.

Don'ts:

1. Do not rub the skin over the bony pressure points.

Report the following to the appropriate persons:

1. The client gets worse in their ability to shift weight, turn, transfer, etc; or
2. You feel that using special equipment will help you transfer the client more safely and easily; or
3. There are problems or changes in the client's skin such as redness, swelling, a break in the skin, heat or pain over a pressure point; or
4. You are unsure how to provide care.

Skin Care

Skin Problems:

Problem	Status
Dry skin	Healing

Pressure ulcers:

Areas of persistent skin redness

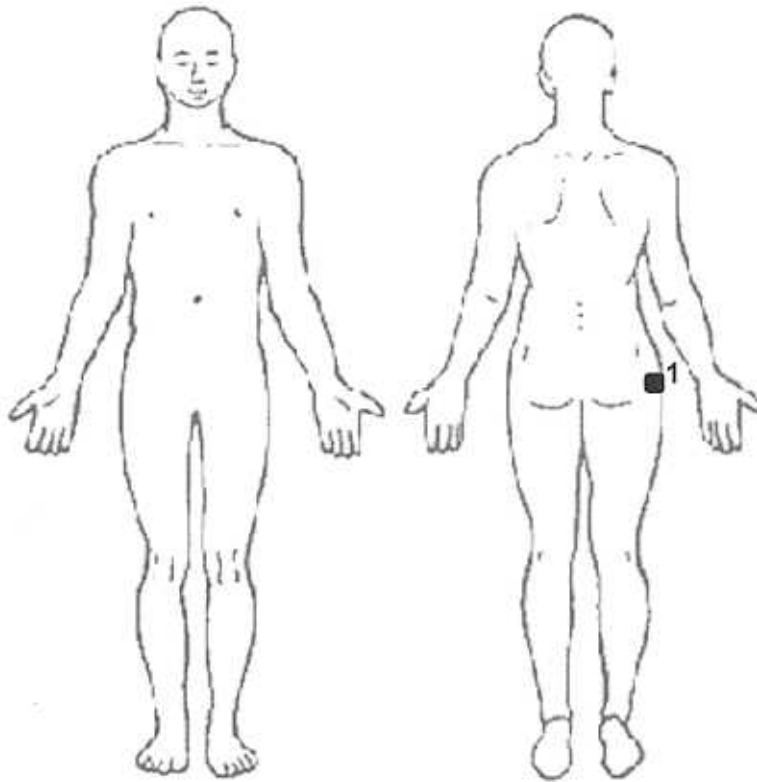
Number of current pressure ulcers: 1

Client had skin ulcer that was resolved or cured in the last year: Yes

Client has red areas on her right hip.

Skin Observation

Assessment Details Pending Initial

**Skin Observation Detail:**

1. stage one - Skin is red and warm to the touch

Client states she has had a previous pressure ulcer last Spring

IADL

Meal Preparation

How meals are prepared (e.g., planning meals, cooking, assembling Ingredients, setting out food and utensils.

Client Needs:

Extensive assistance, Some difficulty

Client Strengths:

Client can prepare a simple breakfast

Client Limitations:

Cannot cut/peel/chop, Cannot reach upper shelves

Client Preferences:

Eats 3 meals/day

Caregiver Instructions:

Prepare meals for client to reheat, Make food accessible to client

Assessment Details Pending Initial

Provider
SMITH SHIRLEY

Nutritional/Oral

Nutritional Problems:

None of these

Oral hygiene and dental problems:

None of these

Nutritional Approaches:

Diet	Adhere To
Low sodium	Yes

Ordinary Housework

How ordinary work around the house is performed (e.g., doing dishes, dusting, making bed, tidying up, laundry).

Client Needs:

Extensive assistance, Some difficulty

Client Strengths:

Can instruct caregiver

Client Limitations:

Cannot take out garbage

Client Preferences:

Do not rearrange items

Caregiver Instructions:

Change/wash linens weekly, Clean bathroom weekly, Take out garbage, Vacuum weekly

Provider
SMITH SHIRLEY

Managing Finances

How bills are paid, checkbook is balanced, household expenses are managed.

Client Needs:

Limited assistance, Some difficulty

Client Preferences:

Assessment Details Pending Initial

Prefers to pay by check

Provider
Doe, Pete

Clients son helps with finances

Shopping

How shopping is performed for food and household items (e.g., selecting items, managing money).

Client Needs:

Extensive assistance, Great difficulty

Client Strengths:

Can budget income and expenses, Client can make shopping lists

Client Limitations:

Client cannot reach items, Client cannot carry heavy items, Needs to use scooter

Caregiver Instructions:

Carry heavy packages for client, Put items away

Provider
SMITH SHIRLEY
Doe, Pete

Transportation

How client travels by vehicle for medical needs and shopping (e.g., gets to places beyond walking distance).

Client Needs:

Extensive assistance, Some difficulty

Client Limitations:

Assist w/transfer in/out of vehicle

Caregiver Instructions:

Take wheelchair/walker

Provider
SMITH SHIRLEY
Doe, Pete

Client's son helps out when able

Assessment Details

Pending Initial

Wood Supply

How client gets wood for heat (this must be only source of heat).

Is wood only source of heat? No

Social

Relationships

Does adjust easily to change in routine? No

Provider Information

Provider Information

Informal Providers:

Provider: Johnson, Sam

Phone: (360)452-8989

Provider: Doe, Pete

Phone: (360)458-2369

Assigned Tasks:

Finances, Med. Mgmt., Essential Shopping, Transportation

Formal Providers:

Provider: SMITH SHIRLEY

Phone: (509)000-0000

Assigned Tasks:

Bathing, Dressing, Housework, Locomotion Outside Room, Med. Mgmt., Meal Preparation, Personal Hygiene, Essential Shopping, Transportation, Transfers

Definitions

ADL Self-Performance Codes Definitions

Independent:

No help or oversight OR help/oversight only 1 or 2 times

Supervision:

Oversight (monitoring, standby) encouragement or cueing provided 3 or more times OR supervision 3 or more times PLUS physical assistance provided only 1-2 times

Service Summary Pending Initial

Client Information

Client Name: Doe, Jane M

Address:

6824 152nd St, Olympia, WA, 98504

Phone: (360)725-5555 **Ext:**

Gender: Female **Age:** 73

Primary Language: English

Speaks English? Yes

Interpreter Required? No

Contacts

Emergency Contacts:

Name: Doe, Pete

Phone: (360)458-2369

Services

Client is functionally eligible for: COPES waiver services

Recommended Living Situation:

In Home

Planned Living Situation:

In Home

Classification: C High (9)

Daily Rate: N/A

Monthly Hours: 171

Personal Care

Waiver #1 _____

Waiver #2 _____

Waiver #3 _____

Total authorized hours _____

Provider Information

Informal Providers:

Provider: Johnson, Sam

Phone: (360)452-8989

Provider: Doe, Pete

Phone: (360)458-2369

Assigned Tasks:

Finances, Med. Mgmt., Essential Shopping, Transportation

Service Summary Pending Initial

Formal Providers:

Provider: SMITH SHIRLEY

Phone: (509)000-0000

Assigned Tasks:

Bathing, Dressing, Housework, Locomotion Outside Room, Med. Mgmt., Meal Preparation,
Personal Hygiene, Essential Shopping, Transportation, Transfers

Referrals/Indicators

Nursing Service Indicators

Indicator: Immobility issues affecting plan

Refer? Yes

Reason for Referral:

Skin concerns

Indicator: Current or Potential skin problems

Refer? Yes

Reason for Referral:

Skin concerns

Indicator: Skin observation protocol

Refer? Yes

Reason for Referral:

Skin concerns

Referral Date: 10/12/2004

Indicator: Caregiver training required

Refer? No

Reason for Referral:

No unmet medical need

Indicator: Unstable/potentially unstable diagnosis

Refer? No

Client Goals

Goal Short Description: trip

Status: Ongoing

Who Acts: Client

Goal Long Description:

Would like to visit her grand-daughter who lives in Florida

Worker Information

Primary CM at Assessment Creation: Fitzharris, Karen (DigreK)

Case Manager Name: Fitzharris, Karen

Service Summary Pending Initial

Phone: (360)725-2607 **Ext:**

The role of the Case Manager is to:

1. Conduct assessments and reassessments to determine program eligibility and to authorize payment for services.
2. Develop a plan of care with participation from the client.
3. Verify that services are provided in accordance with the plan of care and to modify the plan as needed.

Clients have the right to waive case management services other than those listed in items 1, 2, and 3 above.

Client Signature

I am aware of all alternatives available to me, and I agree with the above service

Client/Representative signature

Date

Provider

Date

Social Worker/Case Manager signature

Date

Negotiated Client Care Plan Sample

CLIENT NAME: _____

ADMISSION DATE: _____ ROOM NUMBER: _____

EATING:

Assist _____ Independent _____
Cue _____ Food cut up _____
Remind _____ Meal Planning _____
Set-up _____ Tray delivery _____
Thicken liquids – thickness _____
Resident preferences: _____

TOILETING:

Assist _____ Independent _____
Incontinent program _____
Protective Undergarments: _____
Needs help in changing – how often _____
Resident preferences: _____

AMBULATION/TRANSFER/POSITIONING:

Assist _____ Independent _____
Assistive devices: _____
____ Wheel Chair ____ Walker ____ Cane
____ Other: _____
How often: _____
Other needs: _____
Resident preferences: _____

SPECIALIZED BODY CARE:

Assist _____ Independent _____
Lotions _____ Medicated ointments _____
Other _____
Resident preferences: _____

PERSONAL HYGIENE:

Assist _____ Independent _____
Resident preferences: _____

DRESSING:

Assist _____ Independent _____
Resident preferences: _____

BATHING:

Assist _____ Independent _____
Times per week _____
Time requested _____
Assistive devices bath bench _____
_____ grab bars _____
Resident preferences: _____

MEDICATION:

Assist _____ Independent _____
Medication Category: _____
Other _____
Resident preferences: _____

TRAVEL/SHOPPING:

Assist _____ Independent _____
Family/others will provide _____
Facility to provide/set up _____
Doctor name _____
Address _____
Resident preferences: _____

LAUNDRY:

Assist _____ Independent _____
How often per week: _____

The Negotiated Care Plan is a joint agreement among the resident, family members (when appropriate), facility staff, and case managers (when appropriate). Its purpose is to define the services that will be provided for the resident, with consideration for preferences of the resident as to how services are to be delivered.

SIGNATURES:

Resident: _____ Date: _____

Family Member: _____ Date: _____

Facility Staff: _____ Date: _____

Case Manager: _____ Date: _____

Negotiated by: _____ Date: _____

NEXT SERVICE PLAN DUE: _____

Establishing a Working Relationship as a Paid Family Caregiver

When the client is a family member or friend, there are different challenges in establishing an effective working relationship. There are years of past family history, changing family roles, and other family members involved with their opinions and needs.

If you are a paid family caregiver, the DSHS Case Manager or Social Worker has experience working with families such as yours in this situation. He/she is a good resource and can give you some excellent suggestions and advice on how to make things work.



Set ground rules

Talk through the ground rules before you begin this new, working relationship. Some questions to help sort these ground rules out include:

- How can you make it easier for your family member to tell you how he/she wants things done?
- Are there ways your family member may like to be treated differently when you are “working”? Are there things you should do differently during those hours?
- What things can you do to help your family member feel and be as independent as possible?
- How will you head off hurt feelings, misunderstandings, or handle things when both of you are upset?
- Are there any personal care tasks that might make your family member feel self-conscious or anxious? What are some of the things you can do to help your family member feel more comfortable?
- How will you problem solve issues that come up with other family members?
- What will you do to maintain your own independence, dignity, and respect?

View the hours you are working as a job

Find ways to make working hours different than normal family time. The difficult part of this for most families is who gets to decide what is best for the person requiring care. During your assigned work hours, this boundary is and should be very clear. Your family member is your employer during work hours. Your family member’s choices and preferences determine how things should be done.

Establish and keep to a set routine

Maintain a schedule and work hours like you would any other job. Having a set routine also helps other family members know when you are “working”.

Make use of the DSHS Care Plan

The DSHS Care Plan is a tool which will assist you in defining the tasks that need to be done. Use the DSHS Care Plan as the starting point for a discussion of what needs to be done. That way things are covered fully and there are no surprises.

Evaluate your ability to continue to provide care

Taking care of yourself is essential for your own well-being and ability to continue to provide quality care for your family member (see pages 195-205 of the Learner’s Guide for more tips on self care).

Family Caregiver Support Program

The Family Caregiver Support Program provides support, respite, training, and/or advice to unpaid family caregivers. Contact your local Senior Information and Assistance office to learn more about what help may be available. To find the local office, look for Senior Services in the yellow pages of your phone book and find Senior Information and Assistance or go to <http://www.adsa.dshs.wa.gov/> and click on “Area Agencies on Aging in Your Community”.

Maintaining Positive Professional Relationships

Trust is a critical part of building and maintaining effective, positive, working relationships. Your co-workers and/or your supervisor need to feel:

- they can believe what you say;
- you will act in a consistent way;
- you will keep your promises; and
- honor the commitments you make.



The following are some important tips in maintaining positive professional relationships.

1. Be clear about what your job duties are and commit to doing them.

- Be honest and don't agree to do things if you have no intention of following through on them.

2. Confirm the deadlines and standards you are expected to meet.

- Know how you will find out about any changes in your tasks.
- Meet work deadlines and keep your supervisor and co-workers informed about accomplishments and problems.
- Whenever possible, agree to check in with co-workers before deciding on any issue that impacts them.
- When you disagree with something, don't keep it bottled up inside. Explain your reasons and alternative solutions clearly and constructively.
- Regularly review what you do in terms of efficiency and effectiveness and identify ways things could be improved.
- Show initiative, demonstrate sound judgment, and ask questions when you are confused.
- Discuss and deal with staff/people problems as they arise.

3. Treat others courteously and respectfully and acknowledge their contributions.

- Start with similarities, not differences, among people when you build relationships.
- Value differences – don't expect everyone to be like you.
- Value the team.
- Work with others in a way that encourages openness and honesty.
- Expect to compromise.
- Avoid being defensive.
- Know what is confidential and must not be discussed.

Tips for Communicating Professionally with your Supervisor/Employer

1. Make sure that your goals, role, and what are acceptable work processes and practices, are all well-defined and agreed upon by both of you.
2. Establish a good line of communication. Be willing to share what you know and to keep your supervisor informed at the level that fits his or her work style.
3. Maintain honesty and dependability by honoring commitments and deadlines.
4. Be a team player. Bring positive information to your supervisor about co-workers or jobs well done and not always complaints and difficulties.
5. Understand who your supervisor is and what he/she wants. Look at issues from his/her perspective - not just from your own.
6. Talk about issues before they become problems.
7. Never bad-mouth your supervisor to others. It always gets back via office grapevines.



When there is a problem

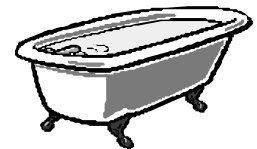
1. Schedule time to talk with your supervisor one-on-one.
2. Clearly state the problem and its impact without getting defensive or aggressive.
3. Be clear about what you want or need.
4. If it is you that has made a mistake, take responsibility for it and move on.
5. Ask your supervisor for feedback, and then act upon the feedback afterwards.
6. If you have a problem with a particular person, talk with him/her first to see if you can work it out.
7. If you are upset or emotional, cool down first before speaking with your boss.

Checklists for Home Safety

Good safety habits help prevent accidents in the home and increase a client's sense of physical security and safety. Report any concerns you have to the appropriate person in your care setting.

Kitchen	
Keep cords, towels, papers, etc., away from the stove.	
Turn pot handles inward.	
Separate knives and sharp objects from other utensils.	
Store medicines and household cleansers away from food.	
Do not use electrical appliances that need repair.	
Wipe up spills immediately.	

Most accidents happen in the bathroom. Pay special attention to making the bathroom a safe area.



Bathroom	
Set up the bathing area for safety. A safe bathroom will include a bath bench, grab bars (soap dishes and towel bars are not grab bars), and hand-held shower. If these do not exist, talk with the appropriate person(s) in your care setting.	
Check the temperature of the water to make sure it is not too hot. Adjust the water heater to a temperature to prevent accidental burns. Note: 120 degrees F is the maximum hot water temperature permitted in boarding homes and adult family homes	
Check the bath mat. Is it clean and intact? Bath mats can be washed every 2-3 months in hot water with bleach to keep mildew down. Colored bath mats work best for people with poor vision or dementia.	
Keep floor clean and dry.	
Keep electrical appliances away from water and unplugged when not in use.	
Make sure medicines and poisonous/toxic substances are clearly labeled and placed where client can reach, if needed, yet not within reach of children.	

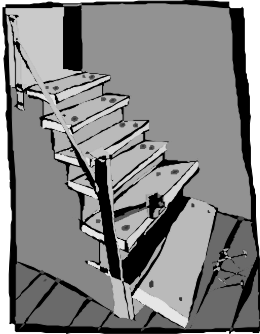
Electrical safety	
Check electrical cords for wear, loose plugs or prongs, and missing ground plugs. Don't use an appliance until a frayed cord is repaired.	
Grab the plug when unplugging electrical equipment, not the cord.	
Red receptacle covers designate emergency outlets with backup generation.	
Keep cords out of walkways.	
Don't place cords under rugs.	
Avoid overloading electrical outlets.	
Avoid using extension cords unless absolutely necessary.	



Furniture	
Allow space for using and turning a wheel chair, walker, or cane.	
Keep furniture (such as foot stools) in the usual place.	
Avoid using swivel chairs if client is unsteady or has balance problems.	
Chair seats should be 18-20 inches from the floor. This height allows for easier transfers.	
Tables should be at least 30 inches high to allow clients in wheel chairs to sit at the table.	
All furniture should be sturdy.	

Doors, closets, cabinets	
Sliding glass doors should move easily and stay on tracks.	
Be sure glass doors are easy to see to reduce risk of walking into them. Decals at eye level are a good idea.	
Keep cupboard doors closed to prevent people from hitting their heads.	

Entryway, Hallways, Stairs	
Keep these areas clear of objects that could block passage or pose a tripping hazard.	
Handrails on both sides of steps and stairways are helpful.	
Secure all floor covering.	
Doorways should be at least 36 inches wide.	
Incline ramps should not exceed 1 inch decline per foot in length.	
Worn treads and tears in carpeting should be repaired.	
For better visibility, edges of steps should be a contrasting color. It may help to mark top and bottom steps in a different color.	
Stairs and hallways should be well lit.	



Storage areas	
Oily rags should be kept in a well-ventilated area.	
Do not mix cleaning solutions.	
Do not use unlabeled products.	
Keep cleaning products away from food products.	

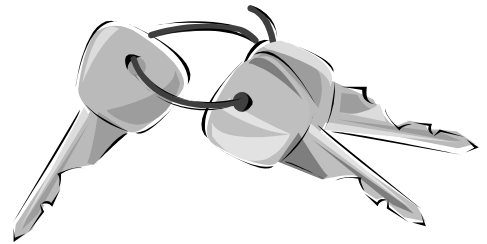
Throughout the home, make sure:	
Floors are not slippery	
Entrances to every room have a light switch or lamps that can be lit easily	
Items used every day are stored within easy reach	
Doors open easily	
Exterior and interior lighting is good	
Outside pathways are free of lawn furniture, hoses, and other objects	
Telephones are easily reached and phone cords are out of walkways	
Lamps are easily reached	
Make sure step ladder or step stool is sturdy, and step surface is not slippery.	

Home Safety for Clients who are Cognitively Impaired

A cognitively impaired client may not understand or only have a limited understanding of danger or dangerous situations. Depending on the level and type of cognitive impairment of the client, extra safety precautions may be required to reduce danger and prevent harm. These preventions may include:



- ☐ Keeping poisons, cleaning supplies, and medications out of sight, reach, and locked up.
- ☐ Using warning devices on exits that let you know if someone has left.
- ☐ Keeping an eye on a client who smokes and making sure he/she correctly use matches/lighters, an ashtray, and safely put out any cigarettes.
- ☐ Not letting the client have access to dangerous equipment such as knives, sharp objects, or power tools.
- ☐ Keeping an eye on a client who is likely to leave the burners going on the stove.
- ☐ Keeping firearms unloaded and locked up and locking ammunition in a separate place.
- ☐ Covering unused electrical outlets with safety caps.
- ☐ Making sure there is a clear path to the bathroom and a nightlight is installed.
- ☐ Putting a gate at the top and/or bottom of stairs or dangerous areas.
- ☐ Keeping car keys in a secure place.
- ☐ Installing a portable motion detector in the bedroom or near exits.
- ☐ Keeping outside lights off at night.
- ☐ Removing or covering mirrors.
- ☐ Removing all unnecessary furniture and clutter.
- ☐ Keeping frequently used items in the same place.
- ☐ Putting away items that may cause confusion.

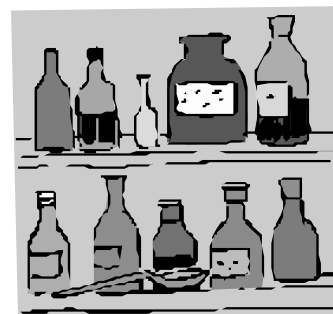


Environment Hazards

Using hazardous chemicals

As a caregiver, you may have to use or be exposed to hazardous chemicals in your job. This does not have to be a terrible thing. Hazardous chemicals can make your job easier, more effectively stop the spread of infection, and can help save lives.

You may come in contact with hazardous chemicals during routine housekeeping, clean up of spills, or removal of waste. Household products like disinfectants and grease cutters seem harmless but are solvents that can damage skin and eyes.



Chemical warning labels

You can find out how to work safely with hazardous chemicals by reading information on warning labels and by following your workplace's policies and procedures.

A warning label is designed to alert you that a chemical is dangerous. It will show:

- the product's chemical name;
- any hazardous ingredients;
- hazard warnings;
- the chemical manufacturer's name and address.

By law, every chemical container must have a warning label attached to it by its product. Make a habit of reading container labels of any products you use or come in contact with.



It is also important containers stay labeled. Replace damaged, incomplete, or missing labels. When putting a chemical into another container, be sure to label the new container as hazardous. Never leave an unmarked container of a hazardous chemical unattended.

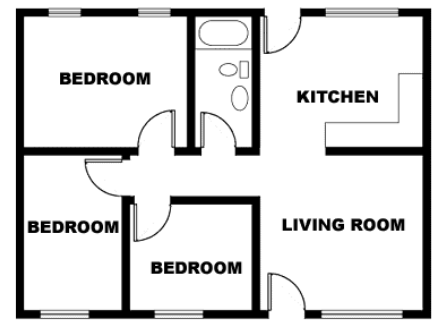


Important to remember: Never mix bleach with ammonia or other household cleaners such as glass cleaners. Mixing bleach and ammonia can create a poisonous gas that can harm or kill you or the person you are caring for.

Emergency Procedures and Evacuation Plans

Preparing an evacuation plan

1. Prepare a floor plan to evacuate the home/building by the nearest exit. Establish TWO exits for each room. One exit may need to be a window if fire blocks a door.
2. Sleep with bedroom door closed. It helps to hold back heat and smoke.
3. In an apartment, learn where the fire escape is and how to use it to exit the building. Count the number of doors in the building to get to the exit. In a fire, you may not be able to see even a brightly lit exit sign because of smoke.
4. Do not use elevators in the event of a fire.
5. Find out what, if any, building features are affected by the fire alarm (i.e., doors automatically close etc.).
6. Draw out a floor plan (see example) showing escape routes.
7. Agree on a fixed location out-of-doors where everyone is to gather for a head count. Agree on a plan to get the client to safety. Make sure that no one goes back inside once you have exited.
8. Practice – Practice – Practice.
9. Post the floor plan at the facility/adult family home, or client's home.



X

Emergency Evacuation for Persons with Disabilities *

Persons with disabilities have four basic evacuation options.

1. *Horizontal* evacuation: using building exits to the outside ground level or going into unaffected area of the building/home.
2. *Stairway* evacuation: using steps to reach ground level exits from the building/home.
3. *Stay in Place*: unless there is immediate danger, remain in a room with an exterior window, a telephone, and a solid or fire resistant door. With this approach, the person may keep in contact with emergency services by dialing 911 and reporting his or her location directly.
4. *Area of refuge*: with an evacuation assistant, going to an area away from obvious danger. The evacuation assistant will then go to the building/home evacuation assembly point and notify emergency personnel of the location of the person with a disability. Emergency personnel will determine if further evacuation is necessary.

For false alarms or an isolated and contained fire, a person with a disability may not have to evacuate.

* The information is excerpted from a University of Washington Environmental Health and Safety brochure.

Mobility Impaired Wheelchair

Persons using wheelchairs should *Stay in Place*, or move to an *Area of Refuge* with their assistant when the alarm sounds.

Stairway evacuation of wheelchair users should be conducted by trained professionals. Only in situations of extreme danger should untrained people attempt to evacuate wheelchair users. Moving a wheelchair down stairs is never safe.

Mobility Impaired - Non Wheelchair

A person with mobility problems that can still walk independently may be able to take stairs in an emergency with minor assistance. The individual should wait until the heavy traffic has cleared before attempting the stairs if possible. If there is no immediate danger (detectable smoke, fire, or unusual odor), the person with a disability may choose to stay in the building, using the other options, until the emergency personnel arrive and determine if evacuation is necessary.

Natural Disaster Preparedness Checklist

The next time disaster strikes, you may not have much time to prepare. Learn how to protect yourself and others by planning ahead. The checklist below will assist you. Post the checklist where everyone can find it, preferably, near your other emergency checklists.

For further information, contact your nearest American Red Cross office or your local fire/police departments.

Create a Natural Disaster Emergency Plan:

- Have escape routes posted in each room.
- Post emergency numbers near all phones.

Natural Disaster Supplies Kit	
Water (one gallon per individual per day) a 3 day supply	
Packaged or canned foods (3 day supply)	
Non-electric can opener	
Pet foods (3 day supply)	
Crates and ID for pets	
Change of clothing, rain gear, and sturdy shoes	
Blankets or sleeping bags	
First aid kit	
Prescription medications	
Extra eyeglasses	
Battery powered radio	
Flashlights	
Extra batteries	
Credit cards and cash	
Extra set of car keys and house keys	
List of important phone numbers	
Any special items for disabled/elderly clients	
Contact plan	

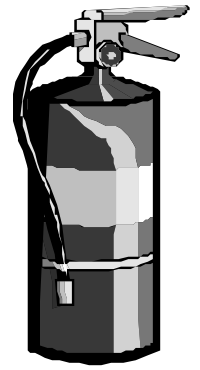
Fire Safety and Prevention

Every home should have working smoke detectors, flashlights, and a fire extinguisher (see below). Replace batteries in all smoke detectors every six months.

Post the full address of the home with phone number near each telephone. In an emergency, it is easy to panic and forget information you would normally remember. The address and phone number should be printed in large, clear print.

In addition:

- replace burned out light bulbs;
- keep all items away from electric heaters;
- avoid using space heaters;
- make sure there is access to outside exits - nothing should be blocking exits;
- know all of the alternate exits to use in case of fire;
- know the number of telephones and their location (if one phone is not hung up, none of the telephones in the home will work).



Fire Safety

Never:

- Put water on a grease or liquid fire. Water will cause the fire to spread.
- Put water on an electrical fire. It can give you a serious shock.
- Re-enter a burning building to save pets or valuables.
- Try to move a burning object out of the room.
- Use an elevator as a fire escape route.



Remember SMOKE is usually the enemy, not the fire.



Using a fire extinguisher

Each home should have a fire extinguisher. As a caregiver, you need to know how to use it. Find out where the fire extinguisher is located and be sure it is in good working order.

Think of the word P.A.S.S. to help you remember the steps to using a fire extinguisher.

P = Pull. Hold the extinguisher upright and pull the ring pin, snapping the plastic seal.

A = Aim. Stand back from the fire, aim at the base of the fire nearest you.

S = Squeeze. Keeping the extinguisher upright, squeeze the handles together to discharge.

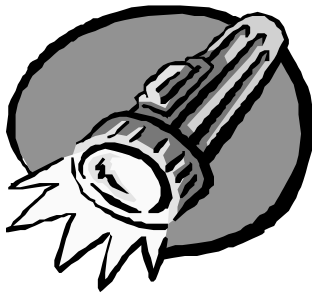
S = Sweep. Sweep from side to side.

When the fire is out, watch to make sure it stays out. Evacuate everyone from the area and ventilate the area immediately after using a fire extinguisher.

Emergency shut-offs

During an emergency, you might also need to know how to shut-off the utilities. Know the location of master controls for:

- fire alarm panel and/or smoke detector;
- main electrical panel and/or breaker box;
- sprinkler shut-off;
- emergency generator and source (natural gas pipeline or natural gas bottle outside of building);
- cold water – main shut-off;
- boilers – furnace shut-off;
- gas main shut-off;
- oxygen location (in use and in storage).



During an emergency, you will also want to know the location and use of:

- portable heaters;
- emergency telephone or fax machine;
- emergency lighting.

Home Fire Safety Checklist

(Check **Yes** or **No** beside each question)

	YES?	NO?
Do you have at least one smoke detector in each level of your home?		
Are the batteries in your smoke detector(s) in good working condition?		
Does everyone in your family know that the emergency number is 911?		
Do you have a plan of escape from your home in case of fire?		
Does your family hold fire drills in your home?		
Do you keep exit routes clear in your home?		
Do you make sure that all cigarette, cigars, and pipe ashes are completely extinguished before disposal? Keep matches/lighting devices in a safe place.		
Are all members of your household instructed not to smoke in bed?		
Have you removed all waste, debris, and litter from your garage?		
If you store paint, varnish, etc. in the garage, are the containers always tightly closed?		
Is there an approved safety can for storing gasoline for lawnmowers, snow blowers, etc.?		
Do you keep basement, storerooms, and attic free of rubbish, old papers, oily rags, etc.?		
Are stoves, broilers, and other cooking equipment kept clean and free of grease?		
Do you have shutoffs on all equipment using natural gas?		
Are all fireplaces equipped with approved metal fire screens or glass fire doors?		
Do all rooms have an adequate number of outlets to take care of electrical appliances?		
Have you done away with all multiple attachment plugs?		
Are all flexible electrical extension and lamp cords in your home in the open; none are placed under rugs, over hooks, through partitions of doorways; not frayed or cracked?		
Is your furnace serviced regularly?		
Do you always see that your portable space heater is placed well away from curtains, drapes, furniture, etc.?		

Household Cleaning and Disinfecting

Materials needed

- Dry mop
- Wet mop
- Dust cloths
- Vacuum
- Gloves
- Whisk broom
- Full size broom
- Plastic bucket
- Metal bucket
- Dustpan and brush



Cleaners

Always read the labels and follow product directions before using any cleaning and disinfecting products.

The following cleaners are safe and are not toxic to the environment:

- baking soda;
- white vinegar;
- borax;
- mild vegetable oil based soap (Mrs. Murphy's);
- lemon juice and salt.

The items can be used to clean the toilet bowl, the tub/shower area, to absorb odors, to remove stains from carpets, clean windows and glass items. Check the website:

<http://www.mothersforcleanair.org/aqinfo/cleaners.html> for more information about environmentally safe cleaning products.

How to clean a bathroom

It is easier to keep the bathroom clean if you keep up with it every day.

- Rinse out the sink after each use.
- Hang up towels and washcloths.
- Wash out the bathtub after each use.
- Flush the toilet after each use.
- Remove excess hair from the sink or tub.
- Remove dirty clothes.



The floor, toilet bowl, tub and/or shower, and sink should be cleaned and disinfected weekly. These areas can be maintained regularly with common household cleaners. Wear gloves and mask if appropriate.

1. Remove the throw rugs and shake them out. Put them in the laundry to be cleaned if needed.
2. Put on rubber gloves.
3. Spray or sprinkle on cleaner. Allow cleaner to sit for few minutes, then rinse or wipe it off.
4. Wipe down all of the sink surfaces with a disinfectant.
5. Clean the soap trays.
6. Spray the mirror with a glass cleaner and wipe it down.
7. Wipe down the bath tub and shower with a disinfectant.
8. Scrub the inside of the toilet with a brush. Flush the toilet to rinse the bowl. Scrub the inside of the toilet bowl with a long-handled brush. Wipe down the outside of bowl, seat, and lid with a disinfectant.
9. Sweep or vacuum the floor.
10. For linoleum or tile, mop the floor with disinfectant.
11. Take out any garbage.
12. Put back the rugs.
13. Check and refill toilet paper.
14. Put out fresh towels.



Other tips

- The water used to clean contaminated surfaces or clothing should be flushed down the toilet.
- Keep supplies in a safe place.
- Clean after a steamy bath or shower. The walls, fixtures, etc., will be much easier to clean after the steam has loosened the dirt.

How to clean a kitchen

To make kitchen cleaning less of a chore, wipe up spills when they happen, keep the counters uncluttered, and clean as you go when you are preparing food.

1. Using a good all-purpose cleaner, wipe down the top and front of the stove.
2. Clean oven at least monthly with oven cleaner following the instructions on the can.
3. Wipe down the sides, door, and handle of the refrigerator with disinfectant.
4. Remove everything from inside. Using an all-purpose cleaner, clean the sides, shelves, and veggie drawers.
5. Replace everything in the refrigerator, adding a small dish with baking soda in it to eliminate any odors.
6. Wipe down the countertops and sink with disinfectant. Pay special attention to faucets and handles.

7. Wipe the outside and inside of the microwave. To clean the inside, put water in a microwave safe bowl, bring it to a boil, and let it sit for 5-10 minutes. Remove the bowl and simply wipe the inside of the microwave clean.
8. Clean floors with a disinfectant.

Other tips

- Dishcloths used to clean counters and dishes should not be used to clean the floor or to clean bathroom spills.
- Change and launder dishcloths often.
- Be aware of any mouse droppings under refrigerators, in cabinets/pantry, drawers, and under the sink in kitchen and bathroom.

Cleaning other living areas of house (floors, dusting, mopping, sweeping):

Vacuum rugs and other areas

You will find that your house stays cleaner and has less need for deep cleaning if you vacuum regularly. Use your vacuum attachments and periodically go over the blinds and drapes.

- Check vacuum bag. Put new bag in if needed.
- Insure that vacuum works, no frayed cords.
- Shake rugs outside.

Wash walls and windows

- Wear gloves and mask if appropriate.
- Use disinfectant.
- Ensure the safety of client due to allergies, etc.
- Clean high traffic areas frequently.
- Clean light switches, hallways, etc.
- Washing walls and inside windows is limited to twice per year in those areas actually used by the client.



Dust furniture

- Use appropriate cleaner.
- Wear gloves if needed.
- Use clean rags and or sponge.
- Be careful with client's heirlooms, antiques, etc.

Clean blinds

- Vacuum drapes and/or blinds using the vacuum attachment.
- For a good cleaning, take blinds down and soak in the bathtub or lay them outside and wash down using the hose.
- Turn to get both sides.

How to do laundry

- ❑ Gather all soiled clothes
 - From bathroom
 - From bedrooms
 - From kitchen
- ❑ Separate whites from darks
 - Read labels in clothing
 - Line dry
 - Machine dry
- ❑ Spot clean if necessary
 - Is there a product in the home?
 - Does client want to use product?
 - Is client allergic?
- ❑ Laundry detergent
 - Does client have a preference?
 - Is client allergic to any laundry detergent?
 - Is there laundry detergent in the home?
- ❑ Bleach, if necessary
 - Read labels
 - Ask client if they want bleach to be used
 - Is client allergic?
- ❑ Fabric softener, if desired
 - Read labels
 - Ask client if they want fabric softener in their clothes
- ❑ Put laundry into washing machine
 - Make sure that washing machine is not overloaded
- ❑ Put detergent, bleach, fabric softener in
- ❑ Turn on washing machine
- ❑ Place washed items into dryer or hang accordingly
 - Fold and return to client's closet or dresser



Hepatitis B Virus Vaccine Consent/Declination

Bloodborne Pathogens

I have been informed of the symptoms and modes of transmissions of blood-borne pathogens including Hepatitis B virus (HBV). I know about the facility's infection control program and understand the procedure to follow if an exposure incident occurs.

I understand that the hepatitis vaccine is available, at no cost, to employees whose job involves the risk of direct contact with blood or other potentially infectious materials. I understand that vaccinations shall be given according to recommendations for standard medical practice in the community.

Hepatitis B Vaccine Declination (Appendix A to Section 1910.1030)

I understand that due to my occupational exposure to blood or other potentially infectious materials, I may be at risk of acquiring Hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with Hepatitis B vaccine, at no charge to myself. However, I decline getting a Hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. If in the future, I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with Hepatitis B vaccine, I can receive the vaccination series at no charge to me.

Signature of Employee

Date

Print Employee Name

Hepatitis B Vaccine Consent

I consent to administration of the Hepatitis B vaccine. I have been informed of the method of administration, the risks, complications, and expected benefits of the vaccine. I understand that the facility is not responsible for any reactions caused by the vaccine.

Signature of Employee

Date

Print Employee Name

Dose #1 Date: _____ Lot # _____ Location _____

Dose #2 Date: _____ Lot # _____ Location _____

Dose #3 Date: _____ Lot # _____ Location _____

Risk After Exposure

No scientific evidence shows that the use of antiseptics for wound care or squeezing the wound will reduce the risk of transmission of HIV. The use of a caustic agent such as bleach is not recommended.

- Exposures from needle sticks or cuts cause most infections. The average risk of HIV infection after a needle stick/cut exposure to HIV-infected blood is 0.3%.
- The risk after exposure of the eye, nose, or mouth to HIV-infected blood is estimated to be 0.1%.
- The risk after exposure of the skin to HIV-infected blood is estimated to be less than 0.1%. The risk may be higher if the skin is damaged or if the contact involves a large area of skin or is prolonged.

While the risk of contracting a disease from an occupational exposure is small, it is in your best interest to thoroughly review your options before making decisions that may affect the rest of your life.

Report exposure to the appropriate parties that are responsible for managing exposures. Prompt reporting is essential because, in some cases, treatments may be recommended and should be started as soon as possible.

Discuss the possible risks of Hepatitis B and Hepatitis C with your health care provider. You should have already received the Hepatitis B vaccine.

Follow-up and Reporting of Exposure

WISHA WRD 92-6 and WAC 246-100(11) & 296-62-08001

- I. If a health care worker has a percutaneous (needlestick or cut) or mucous membrane (splash to eye, nasal mucosa, or mouth) exposure to body fluids or has cutaneous exposure when the worker's skin is chapped, abraded, or otherwise non-intact, the source patient shall be informed of the incident and tested for HIV and HBV infections, after consent is obtained.
- II. If the consent is refused, HIV testing of the source can be requested in accordance with WAC 246-100-206(11) from the local health officer if:
 - Such request is made within seven days of the exposure;
 - The exposed person belongs to a specific employment category (health care provider), law enforcement officer, firefighter, staff of health care facilities;
 - The exposure fits the criteria of the definition of a "substantial exposure" as identified in WAC 246-100-206 (2) (H).

- (III) The health care worker shall be evaluated clinically and offered HBV/HIV antibody testing as soon as possible and advised to report and see medical evaluation of any acute febrile illness that occurs within 12 weeks after exposure. HIV seronegative workers shall be retested at six weeks, three months, and six months post-exposure.
- (IV) Follow-up procedures shall be taken for health care workers exposed or potentially exposed to HBV. The types of procedures depends on the immunization status of the worker (I.E., whether HBV vaccination has been received and antibody response is adequate)(and the HBV serologic status of the source patient. The CDC Advisory Committee on Immunization Practices has established its recommendations regarding HBV post-exposure prophylaxis in table format in the Dec.26, 1997, Morbidity and Mortality Weekly Report.
- (V) If any employee refuses to submit to the procedures in (II) and (III) above when such procedures are medically indicated, no adverse action can be taken on that ground alone since the procedures are designed for the benefit of the exposed employee.

Washington State Referral and Resource Numbers

Washington State HIV/AIDS Hotline

1-800-272-AIDS (2437)

CMS Regional Office Home Page:

<http://www.cms.hhs.gov/default.asp>

The Centers for Medicare & Medicaid Services (CMS) is a Federal Agency within the U.S. Department of Health & Human Services. Programs for which CMS is responsible include Medicare, Medicaid, State Children's Health Insurance Program, HIPAA, and CLIA.

HIV Client Services Home Page:

http://www.doh.wa.gov/cfh/HIV_AIDS/Client_Svcs/default.htm

The HIV Client Services Home Page will provide information on services that support and assist persons living with HIV/AIDS, such as the Early Intervention Program. This website will help answer questions about services and provide links to other related sites. You can obtain a copy of the "Family Resource Guide" by calling 877-376-9316.

HIV and Employment Protection

Employment

Employers may not discriminate against persons with HIV infections or AIDS in employment, recruitment hiring, transfers, layoffs, terminations, rate of pay, job assignments, or leaves of absence, sick leave, or other leave, or fringe benefits available by virtue of employment.

Discrimination Free Environment

Employers are required to provide and maintain a working environment free of discrimination. They must assure that no harassment, intimidation, or personnel distinction is made in terms and conditions of employment.

Should a worksite situation develop which poses the threat of discrimination, employees must be given education to end harassment, the use of slurs, and/or intimidation.

Employees with HIV infection have the right to be treated with the same dignity, concern, and support as employees with other life-threatening illnesses.

Persons with HIV infection and/or AIDS who feel discriminated against may file a complaint with the Office for Civil Rights (OCR) of the US Department of Health and Human Services, or the Washington State Human Rights Commission.

Reasonable Accommodation

Employers are responsible for providing reasonable worksite accommodations which enable a qualified, disabled employee or job applicant to perform the essential tasks of the job. Reasonable accommodation means relatively inexpensive and minimal modifications, such as:

- providing special equipment
- altering the work environment
- allowing flextime or allowing the employee to work at home
- providing frequent rest breaks
- restructuring the job

Usually, the supervisor works with the employee's physician to assess medical restrictions and devise working conditions that satisfactorily meet the employee's needs.

When a person goes for a job interview or is hired, the employer:

- Cannot ask questions directed at the perception or presence of HIV infection or AIDS, unless based on a "bona fide" occupational qualification listed in WAC 246-100-206 (12).
- Cannot require a blood test to determine HIV infection or AIDS.
- Cannot require a physical exam to identify HIV infection or AIDS, unless there is a need for reasonable accommodations related to job conditions.
- Cannot ask questions about lifestyle, living arrangements, or sexual orientation or affectional preference.

Exceptions to this are applicants for the US military, the Peace Corps, and the Job Corps, and persons who apply for US citizenship.

If the person is exposed to HIV at work, they should follow WISHA recommendations. It states that the persons have seven days to report the exposure to their supervisor. The testing time frame is different.

All medical information provided to management, supervisory staff, and/or treatment teams about a person who is diagnosed as having HIV infection or AIDS shall be held in strict confidence.

A breach of this confidentiality is illegal. If such a breach results in any adverse action by management, supervisors, or employees against any disabled person, legal action can be taken.

Medical information may only be exchanged between health care providers when it is for the care, treatment, and benefit of the patient and not for the infection control of the health care providers (WAC 246-101-120).

Harassment is illegal

- Employees shall not harass a person who is HIV-positive, perceived to be HIV-infected, or who has AIDS.
- Any employee who engages in harassing behaviors or discriminatory actions against an HIV-infected employee shall be disciplined.
- Staff meetings scheduled to define workplace policies regarding HIV/AIDS and HBV may be very helpful.

Testing Related to Sexual Assault

Most experts recommend that a sexual assault victim go directly to the nearest hospital emergency room. Trained staff in the emergency room will counsel the victim, and may offer testing and referral for HIV, STDs, and pregnancy. Some emergency departments may refer sexual assault survivors to the local health jurisdiction for HIV testing.

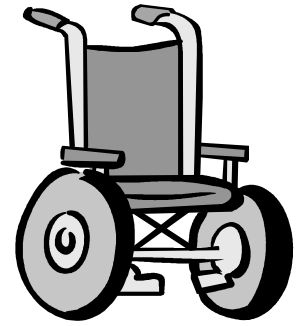
In Washington State, only the victims of **convicted** sexual offenders may learn the attacker's HIV status.

Partner Notification

Partner notification is a voluntary, confidential service provided to HIV-positive people and their sex and/ or injection equipment-sharing partners. It is a federal law that a good faith attempt be made to notify the spouse of an HIV infected individual. "Spouse" is defined as the person in a marriage relationship with the infected person up to 10 years prior to the test. Procedures and guidance for partner notification can be found in WAC 246-100.

Wheelchair Safety Tips

Prevent accidents before they can happen. Plan ahead of time for emergencies, such as brake failure on a power chair, a power chair moving by itself, or a manual chair tipping backwards.



Environmental concerns

- When pushing a client in a wheelchair outdoors, stay aware of the environment and avoid holes or cracks in the sidewalk that can cause the wheelchair to pitch forward.
- A safety belt/gait belt prevents a client from falling or pitching out of the chair while being pushed in uneven areas.
- Avoid rain and snow which are especially hazardous to power wheelchair users and expensive equipment.

General safety tips

- On power wheelchairs, always turn power off and lock before transferring or when using a wheelchair lift. On manual wheelchairs, always set wheel locks before transferring.
- Keep loose objects or lap covers away from wheel spokes.
- If you have a wheelchair with removable arms or leg rests, make sure they are secure before use by lifting up on the arms and gently trying to swing the leg rest out away from the chair.
- Don't put heavy loads on the back of a manual wheelchair - it may make the wheelchair tip over backwards.
- Move the footrests out of the way when a client stands up, so he/she doesn't trip on them

Maintenance tips

- Encourage the client to have his/her chair checked at least once a year by the dealer and/or to do any needed repairs.
- Make sure the brakes, locks, armrests, footrests, wheels, tires, tire pressure, and casters are in good working condition.
- Check that the seat cushion is not bottoming out. The air level in inflatable cushions needs to be checked frequently. Gel cushions need to be massaged periodically to keep the gel from settling into hard lumps.
- Batteries should be fully charged before leaving home. Periodically, the batteries should be checked by a technician for proper fluid levels and for remaining charge capacities. A back-up fully charged battery is important in case of power outages or other emergencies.

Pushing a wheelchair downhill

- When the gradient is very steep, push the client down backwards to prevent the wheelchair user from tipping out.
- Never travel across an incline. The wheelchair is likely to fall over sideways.
- Turn wheelchair backwards to prevent the client from being pitched forward.



Hearing Loss

Infections, certain medications, exposure to very loud noises over a long period of time, and aging can all result in hearing loss.

Hearing loss often occurs gradually and many people are unaware they are experiencing a problem. Those over the age of 65 rank it as one of the most limiting of health problems, second only to arthritis. **60 percent of people who need hearing aids go without.**

As a caregiver, it is important that you be aware of possible hearing loss concerns a client may be experiencing including:

- being aware of the symptoms of hearing loss;
- being resistant to wearing his/her hearing aid(s) or being resistant to visiting his/her doctor for a hearing test.

Signs of hearing loss

- the client turns up the volume on the television and/or radio;
- a client is cupping his/her ears after everything you say;
- a client asks you to repeat yourself all of the time or he/she does not clearly understand what you have said ;
- high-pitched tones may sound fuzzy and letters that have "s", "f", and "t" may not be clearly understood.

If you are concerned about a client's hearing loss, make sure to document and report it to the appropriate person in your care setting.



Resistance to wearing hearing aid(s)

Many people will go to any length to deny that they have a hearing loss. Most often this is because he/she thinks a hearing aid makes them look and feel old, he/she is embarrassed by the hearing loss, or he/she is reluctant to make a change and learn to adjust to wearing a hearing aid.

Acknowledging that there is a hearing problem is the first step in successfully helping a person get help. There are amplification devices for the telephone and radio, hearing aids, and certain techniques like lip reading that can help with hearing loss.

What you can do to help

- Nagging a person who has a hearing loss rarely works and can make him/her feel inadequate and alone. Be supportive and encouraging.
- Introduce the person to someone who wears a hearing aid who is positive, active, normal, and adjusted to wearing it. **This has convinced more people to pursue hearing aids than any other method.**

- Make small steps in your encouraging requests. "Would you think about going to"; later on ask: "Would you seriously consider doing.....?"; and then: How about if I make an appointment with.....?".

Adjusting to wearing a hearing aid

Once the client has received the hearing aid, it will take several weeks and sometimes longer for him/her to learn how to use and be comfortable with the aid. During this time frame it is important that the client return to the doctor to have a final adjustment and to also talk about issues he/she may be having adjusting to the hearing aid.

Provide the person with lots of support and encourage family members and friends to comment on how much better the client is hearing since the hearing aid was put in.

Myths and Facts about Hearing Aids

Myth: Hearing aids restore hearing to normal just as an eyeglass prescription can restore vision to "20/20".

Fact: Hearing aids do not restore hearing to "normal", they benefit and improve the hearing and listening abilities as well as the quality of life.

Myth: A hearing aid will damage your hearing.

Fact: A properly fitted and maintained hearing aid will not damage your hearing.

Myth: Wearing a hearing aid is a sign you're getting old.

Fact: Hearing impairments are common in older adults, however there are many middle aged people affected, as well as children.

Myth: Hearing aids are large and unsightly. Most people don't want to wear them.

Fact: Most people are not aware of the latest advances that have been made in hearing aids. There are hearing aids that are small, discreet and fit "in the ear", the hearing aid is dependent upon the type of hearing loss the person is experiencing.

Information on coping with hearing loss is available by calling the free and confidential help line at 1-888-4ELDERS (1-888-435-3377 or TTY: 206-448-5025) or visit

<http://www.4elders.org/HearingLoss.htm>.

Tips on Handling Difficult Behaviors

The following are some suggestions for dealing with difficult behaviors. Talking with your supervisor, a health care professional, or case manager can also be helpful in finding ways to handle difficult situations or people.

Always remember to protect yourself. Being a caregiver does not mean that you have to put up with anything that is disrespectful or harms you in any way.

Coping with another person's anger

- Don't take the anger personally. Most times another person's anger is directed at what you represent or the situation, not at you as a person.
- Acknowledge the anger and let the other person know that you realize he/she is angry.
- Listen carefully to what the other person has to say. Allow the person to express the anger before responding.
- Find something to agree about.
- Keep your tone of voice calm and your pitch low.
- Give the person a chance to make decisions and be in control.
- Look for patterns to the angry behavior. Try to break the pattern. If you can avoid the triggers that lead up to an angry outburst, you can reduce frustration for both of you.
- Help the person regain a sense of control by asking if there is anything that would help him/her feel better.
- Offer alternative ways to express anger (e.g., a punching a pillow, a complaint list).
- Know when to back off. Sometimes when people are angry, they need time alone to cool down and take a breather. If either of you is losing control of the situation, walk away.
- Take several deep breaths, count to 10.



If the person is unable to control the anger and/or you fear that he/she could be a threat to you, to him/herself or to others, get help.

Tips for expressing your own anger

- Learn to recognize and acknowledge the fact that you are/feel angry.
- Decide whether or not it is appropriate to express your anger. Think carefully before you respond.
- If you don't feel you can control your anger, take a "time out" (e.g., leave the room and take a walk outside until you feel calmer).
- Express your anger directly and appropriately using "I" statements.
- Once you've acknowledged and expressed your anger, let it go.



When anger turns to possible violence

- Do not isolate yourself with a person you think may be dangerous. Keep a safe distance, do not turn your back, and stay seated if possible. Leave the door open or open a closed door, and sit near the door. Be sure someone else is near to help, if needed.
- Use a calm, non-challenging approach to cool down the situation. Move and speak slowly, quietly, yet confidently. Be respectful.
- NEVER touch the person or try to remove him/her from the area. Even a gentle push or holding the person's arm may be misinterpreted and the person may respond with violence.
- Use delaying tactics to help give the person time to calm down (e.g. offer a drink of water in a paper cup).
- If the situation worsens, find a way to excuse yourself, leave the room/area and get help. *"You've raised some good questions. I'll talk with my supervisor to see what we can do." "I think I hear someone at the door. Excuse me for a minute while I go see who it is."*



If the person has some kind of dementia

People with dementia may be easily confused and suspicious. They may think that others are trying to do them harm. As a result of delusions or hallucinations, drug reactions, and pain, some people may become violent. For example, a person may become violent from being too cold in a bath.

- Always see if you can figure out what may be happening. Is there a pattern? Do violent behaviors occur at certain times or in reaction to certain events, people, or things? Take advantage of any patterns or cues to try and stop the problem from happening.
- Try distraction. Set up ways to distract the person if you see a violent outburst coming. Know and use things the person likes (e.g. going for a walk, listening to music, having a snack) and offer these.
- Get help. If you see that these behaviors come on during certain activities (like bathing or dressing), try to get others to help you at these times.
- If all else fails, protect yourself. Stand out of range. If you feel that the person may injure you, leave the room and get help.

Handling inappropriate sexual behaviors

- Decide ahead of time how you will react if the client exhibits sexually inappropriate behaviors. Having a plan will help you remain calm and know how to handle the situation if the problem arises.
- Even though the behavior may be upsetting and/or embarrassing for you, try not to overreact. The client is reacting to what feels good and has forgotten the rules.
- Find ways to redirect the client into another activity or remove him/her from the area if in a public setting.
- Respond calmly and firmly.

Disrespectful behavior

- Calm yourself. The natural response to being treated disrespectfully is anger. Take several deep, relaxing breaths. Now you are ready to respond effectively.
- Give clear feedback. Let the client know what he/she has done that was disrespectful and how it makes you feel. Be specific, use "I" statements, and keep your comments brief and factual. "When you use that tone of voice with me, it upsets me and I feel unappreciated".
- Set clear boundaries and communicate politely how you wish to be treated.
- Respond in a positive rather than a negative way.
- Listen to what the client might actually be saying behind the disrespectful words.
- Ask the client "What's wrong? Did I do something to offend you? If I did, I'm sorry." This can set the stage to resolve rather than fuel the situation.
- Identify what, if anything, is in the environment that may be causing the behavior (e.g. too much coffee, watching crime shows on TV) and decrease these activities.
- Know what medications your client is taking and the possible side effects and rule out any issues or concerns.

Oral Health

Tooth Decay

Tooth decay or having a cavity is caused when bacteria (germs) in the mouth create acid from the foods we eat. The acids destroy the enamel of the teeth, causing holes or cavities to form. As the disease progresses, the teeth may become sensitive to hot, cold, or sweets, and an infection (abscess) may develop. If the tooth cannot be repaired, it may need to be removed, which can create new problems with eating, speaking, and self-esteem.



Gum Disease

Gingivitis is when the plaque (the germs and food that stick to our teeth) is not removed from the teeth each day, the bacteria irritate the gums, causing gingivitis. The gums may become red and swollen, and may bleed easily when brushed or flossed.

If the gingivitis is not controlled, the bacteria may destroy the bone that holds the teeth in place. This is called Periodontal Disease. When the bone is destroyed, the teeth may become loose and may need to be removed. Diabetics and smokers are at greater risk for developing periodontal disease.

Dry Mouth

Dry mouth leaves the teeth, gums, tongue, and other mouth tissues feeling dry. Dry mouth can be caused by medication side effects, saliva gland problems, or chemo or radiation therapy. With dry mouth, the teeth are more likely to decay because there is not enough saliva to wash away food particles and acids. Gum problems and other infections can also develop.

Dry mouth products and saliva substitutes are available to decrease symptoms. Encourage the client to contact his/her doctor or pharmacist regarding medication side effects. Sugarless gum or mints containing xylitol are a good way to stimulate saliva flow and protect your mouth. Never suck on sugary candy to moisten the mouth.

Oral Cancer

Cancer can appear anywhere within the mouth: tongue, lips, cheeks, gums, roof or floor of the mouth, and throat. Tobacco and alcohol increase the risk of developing cancer. Oral cancer is usually painless in its first stages, so symptoms may be ignored until the condition becomes painful. Warning signs of oral cancer include:

- sores that do not heal within 2 weeks;
- lumps, bumps, or swelling;
- red or white patches or sores;
- difficulty chewing or swallowing.



It is important to have anything that doesn't heal within two weeks checked by a physician or dentist.

Five A Day – Adding More Fruits and Vegetables into the Diet

Eating five fruits and vegetables daily may help reduce the risk of certain types of cancer, heart disease, stroke, diabetes, and other diseases. Even so, many people do not eat enough fruits and vegetables.

Five servings is actually the **minimum** number of fruits and vegetables to be eaten daily. Seven to ten servings may be needed depending on the person's age group, sex, weight, and activity level.

Serving size

Getting more daily servings of fruits and vegetables is easier to do when people realize serving sizes are generally smaller than they think. A serving size is:

- one medium-size fruit;
- 1/2 cup raw, cooked, frozen or canned fruits (in 100% juice) or vegetables;
- 3/4 cup (6 oz.) 100% fruit or vegetable juice;
- 1/2 cup cooked, canned or frozen legumes (beans and peas);
- one cup raw, leafy vegetables;
- 1/4 cup dried fruit.



Tips to adding more fruits and vegetables

- Make it a habit to include one or more servings of vegetables or fruits at each meal and during snack times. Offer a salad with lunch and an apple for an afternoon snack.
- Keep fruits and vegetables where you can see them. Store cut and cleaned vegetables at eye-level in the refrigerator or keep a bowl of fruit on the table.
- Start the day with 100% fruit or vegetable juice.
- Keep things fresh and interesting by combining fruits and vegetables of different flavors and colors, like red grapes with pineapple chunks, or cucumbers and red peppers.
- Add fresh fruits and vegetables to foods your client already eats — like berries and bananas to yogurt or cereal, vegetables to pasta and pizza, and lettuce, tomato, and onion to sandwiches.
- Frozen fruits and vegetables are healthy and ready when you need them. Add frozen mixed vegetables to canned or dried soups and casseroles.
- Make a quick smoothie using frozen fruit.
- Add a fresh fruit topping on low fat ice cream.
- Freeze leftover vegetables to add to stews.

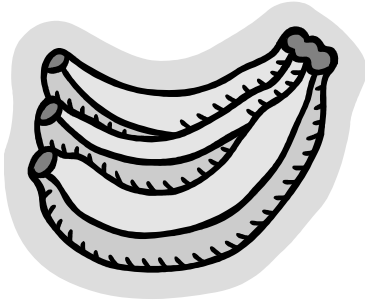
If the only change people made was to eat 5 or more servings of vegetables and fruit each day, cancer rates could drop by at least 20%.

Harvard School of Public Health study

Affording Five A Day

Getting enough fruits and vegetables does not mean spending lots of money. Fruits and vegetables are actually good buys considering the amount of healthy nutrients in them.

- Compare brands of frozen and canned items to get the best deals.
- Buy fruits and vegetables on sale and stick to those that are in season.
- Buy frozen and canned fruits and vegetables. They are often less expensive.



Keeping things fresh

Encourage a client to buy both fresh as well as canned or frozen fruits (preferably in light syrup or water) vegetables, and juices. Use the fresh first and save the canned items for later in the week. Buy both ripe and not-so-ripe fresh fruits and vegetables. For example, buy both yellow and green bananas so that the not-so-ripe bananas will last a few days longer and be ready to eat after the ripe ones are gone.

Eating a Rainbow of Color

In recent years, scientists have begun to understand that the color of a food says something about its nutritional value. Colorful fruits and vegetables provide the wide range of vitamins, minerals, fiber, and chemicals the body uses to maintain good health and energy levels, protect against the effects of aging, and reduce the risk of certain cancers and heart disease.

One of the best ways to keep your body healthy is to try to eat many different colors of fruits and vegetables every day.

Blue/Purple: memory, healthy aging, and urinary tract

Red: heart, memory, urinary tract

Green: vision, strong bones and teeth

Yellow/Orange: heart, vision, immune system

White: heart and maintaining healthy cholesterol levels

The Rainbow Chart of Fruits and Vegetables



RED	ORANGE/YELLOW	GREEN	BLUE/PURPLE	WHITE
Red apples	Yellow apples	Green apples	Blackberries	Bananas
Beets	Apricots	Artichokes	Blueberries	Cauliflower
Red cabbage	Butternut squash	Asparagus	Eggplant	Garlic
Cherries	Cantaloupe	Avocados	Figs	Ginger
Cranberries	Carrots	Green beans	Juneberries	Jicama
Pink Grapefruit	Grapefruit	Broccoli	Plums	Mushrooms
Red grapes	Lemons	Brussel sprouts	Prunes	Onions
Red peppers	Mangoes	Green cabbage	Purple grapes	Parsnips
Pomegranates	Nectarines	Cucumbers	Raisins	Potatoes
Red potatoes	Oranges	Green grapes		Turnips
Radishes	Peaches	Honeydew		
Raspberries	Pear	Kiwi		
Rhubarb	Yellow peppers	Lettuce		
Strawberries	Pineapple	Limes		
Tomatoes	Pumpkin	Green onions		
Watermelon	Yellow squash	Peas		
	Sweet corn	Green pepper		
	Sweet potatoes	Spinach		
	Tangerines	Zucchini		
	Yellow tomatoes			

Clients who have difficulty with eating

Difficulty chewing

Chewing problems can be due to dentures or other mouth pain. Encourage a client to visit his/her dentist since many problems are treatable. Encourage a client to try:

- cooking all foods until soft and tender;
- cutting food into small bites and eating slowly.



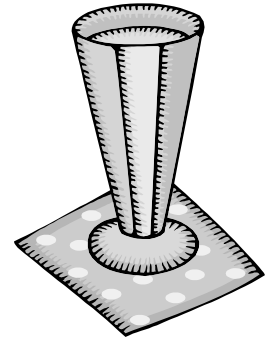
Serve:

- fruit and vegetable juices;
- soft canned fruit;
- creamed and mashed vegetables;
- substituting ground or finely cut meats in place of whole meats;
- eggs, yogurt, puddings and soup (never use raw eggs);
- cooked cereals, rice, bread pudding and soft cookies;
- foods with sauces to make them moist and easy to chew.

No appetite

A client may not feel like eating due to a reduced ability to taste and smell, medications, depression, denture pain, or constipation. Encourage the client to try:

- talking with his/her doctor;
- eating 4-6 smaller meals during the day;
- increasing his/her activity level (if able);
- choosing healthy, high calorie, high protein foods or adding nutritionally balanced drinks;
- eating the biggest meal when his/her appetite is best;
- adding more spices and/or herbs to food to increase the flavor.



Dysphagia

Food Preparation

Foods that are difficult for clients with dysphagia to eat include:

Foods that fall apart

Dry bread; crackers
Chips and nuts
Thin, pureed applesauce
Plain rice
Thin, hot cereal
Plain ground meats
Cooked peas or corn

Bulky or sticky foods

Fresh white bread
Peanut butter
Plain mashed potatoes
Bananas
Refried beans
Bran cereals
Chunks of plain meat
Raw vegetables and some fruits

Foods can be thickened or thinned to individual requirements. Many foods can be used to change a liquid to a different consistency. The amount of thickening agent needed to reach a certain food consistency varies depending on the food being thickened and on the thickening agent used.

To Thicken Foods Add:

Baby cereal
Bread crumbs
Cornstarch
Cooked cereals (cream of wheat or rice)
Custard mix
Graham cracker crumbs
Gravy
Mashed potatoes/instant potato flakes
Plain unflavored gelatin powder
Baby foods: fruits, meats, vegetables
Saltine cracker crumbs
Plain sauces (white, cheese, tomato)

To Thin Foods Add:

Broth
Bouillon
Gravy
Juice
Liquid flavored gelatin
Melted hot butter/margarine
Milk (hot or cold)
Plain yogurt
Strained pureed soups

Tips to make foods easier to chew and swallow

- To avoid forming a hard crust on the top of a food or around the edges, cook the food in a covered casserole dish. To make soft scrambled eggs, cook the eggs in the top of a double boiler.
- To keep meat or fish moist, cook in tomato juice or tomato soup.
- To make pureed meat, first drain soft, cooked meat. Place meat in a food processor or blender to make a paste. Add hot liquid (broth) to the paste and thin to desired consistency.

General tips when helping a client with dysphagia eat

- Let the person see, smell, and taste the food to encourage saliva to flow and to improve his/her appetite before he/she starts eating.

- Avoid having the client talk while eating.
- Place food in the middle of the front third of the tongue, and push the tongue down (this stops the tongue falling back into the mouth and getting in the way of the swallow).
- Watch for pocketing of food. If this happens, remove the pocketed food and have client slow down or ask the client to do a "tongue sweep" if he/she is able.
- You may need to prompt the swallowing process with statements like "chew thoroughly", "swallow again", "hold your breath while you swallow", and "clear your throat".

Adding calories

Often, getting enough calories can be a concern for a client with dysphagia. Below is a sample menu and some recipes.

Sample menu

Breakfast	Thickened coffee or tea; suitable cereal (e.g. porridge or rice pudding served with brown sugar and whipped cream)
Mid-morning	Thickened juice, smooth full fat yogurt, or fortified milkshake
Lunch	Thickened soup, mashed potato, pureed spinach, pureed fruit
Afternoon	Thickened coffee, tea, soft cakes, and biscuits
Evening	Thickened soup, pureed meat, mashed potato, soft-boiled vegetables, fruit (banana or stewed fruit), thickened tea
Late evening	Thickened juice

Recipes

Fruit shake

In a blender, place 1-1/2 cups of fresh, frozen, or canned fruit with 1 cup fortified milk. Mix until smooth.

Fruit Blend

In a blender, mix ¼ cup apple juice, ¼ cup orange juice, and 1 cup canned peaches or pears. Mix until smooth.

High-Protein Smoothies

In a blender, mix 1 cup fruit-flavored yogurt and 1 cup fortified milk with soft, fresh, peeled fruit or soft, canned fruit, and 1 cup of cottage cheese. Mix until smooth.

Cottage Cheese Pudding

Mix together ¼ cup cottage cheese and 3 tablespoons of baby fruit. Chill.

Creamed Vegetable Soup

In a blender, add ½ cup strained or very soft cooked vegetable; ½ cup fortified milk, cream, or plain yogurt, 1 teaspoon margarine, salt, onion powder, and crushed dried parsley flakes to taste. Mix to desired consistency.

Tips for Getting a Good Night's Sleep

If you are having sleep problems (not able to fall asleep, wake up too often, don't feel well-rested when you wake up in the morning) or simply want to improve the quality and quantity of your sleep, try the following techniques.



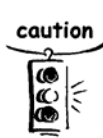
- Establish a regular time for going to bed and getting up in the morning.
- Use the bed for sleep only, excessive time in bed seems to fragment sleep.
- Avoid naps, especially in the evening.
- Exercise in the morning is best. However, if the morning does not work then exercise before dinner. A low point in energy occurs a few hours after exercise; sleep will then come more easily. Exercising close to bedtime, however, may increase alertness.
- Take a hot bath about an hour and a half to two hours before bedtime. This alters the body's core temperature rhythm and helps people fall asleep more easily and more continuously. Taking a bath close to bedtime can also increase alertness.
- Do something relaxing in the half-hour before bedtime. Reading, meditation, or a leisurely walk are all appropriate activities.
- Keep the bedroom relatively cool, well ventilated, and in complete darkness if possible.
- Eat light meals and schedule dinner four to five hours before bedtime. A light snack such as fruit or a slice of turkey meat can help sleep. A large meal prior to going to bed may have the opposite effect.
- Avoid fluids just before bedtime so that sleep is not disturbed by the need to urinate.
- Avoid caffeine in the hours before sleep. Avoid alcohol beverages prior to going to bed.
- If you are still awake 20 minutes after trying to get to sleep, go into another room and read, journal, or do a quiet activity using dim lighting until feeling very sleepy. Avoid watching television or using bright lights.
- If a specific worry is keeping you awake, try to think of the problem in terms of images rather than in words. This method may allow you to fall asleep more quickly and to wake up with less anxiety.
- The essential oil of lavender promotes calming that leads to sleep.
- Wear socks to bed.
- Avoid using loud alarm clocks.
- Get to bed as early as possible.
- Lose weight.

Stretching

Flexibility is necessary to perform tasks that require bending, lifting, twisting, and reaching. Muscles shrink and weaken if they are not used. If your muscles are not flexible you may be at risk for muscle pulls or tears which can be very painful. Stretching will help you maintain good posture, keep your joints functional, and will prevent injuries.

Stretching tips

- It is recommended that you warm up the body prior to stretching as this will increase blood flow around the body and your muscles will become more limber.
- If you are unable to warm-up, then stretch after a warm shower or bath. Your muscles will be more pliable and receptive to stretching.
- Begin with gradual mobility exercises of all the joints (e.g., rotate the wrists, bend your arms, and roll your shoulders).
- Stretch before and after you exercise or do stretches 2-3 a week. It only takes 5 to 10 minutes and you can do the exercises wherever you may feel comfortable.
- Never bounce while stretching as it can cause muscle damage.
- Hold the stretch for 15 to 20 seconds. You may feel some discomfort, if you feel pain then you must stop the stretching exercise.
- Remember to breathe, do not hold your breath.



Don't do stretching exercises as soon as you wake up. This is the time when you are most likely to pull a muscle.



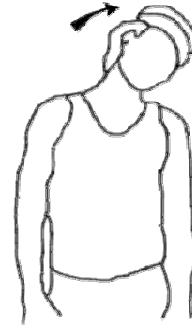
Water aerobics and swimming are excellent for increasing flexibility. The warmer water helps relax muscles and the reduction of gravitational pull allows for a wider range of motion.

See the following page for some sample stretching exercises.

Stretching Exercises

Stretches side of neck

1. Sit or stand with arms hanging loosely at sides.
2. Tilt head sideways, first one side then the other.
3. Hold for 5 seconds, relax, and repeat 1-3 times.

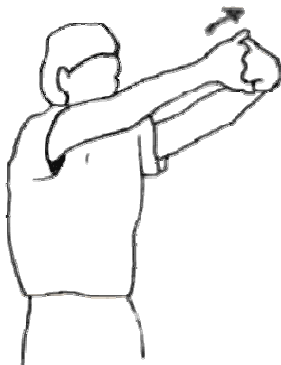


Stretches back of neck

1. Sit or stand with arms hanging loosely at sides.
2. Gently tilt head forward to stretch back of neck.
3. Hold 5 seconds, relax, and repeat 1-3 times.

Stretches side of shoulder and back of upper arm

1. Stand or sit and place right hand on left shoulder.
2. With left hand, pull right elbow across chest toward left shoulder and hold 10 to 15 seconds, relax, and repeat on other side.



Stretches shoulder, middle back, arms, hands, fingers, wrist

1. Interlace fingers and turn palms out.
2. Extend arms in front at shoulder height.
3. Hold 10 to 20 seconds, relax, and repeat.

Stretches triceps, top of shoulders, waist

1. Keep knees slightly flexed.
2. Stand or sit with arms overhead.
3. Hold elbow with hand of opposite arm.
4. Pull elbow behind head gently as you slowly lean to side until mild stretch is felt.
5. Hold 10 to 15 seconds, relax, and repeat on other side.



Stretches middle back

1. Stand with hands on hips.
2. Gently twist torso at waist until stretch is felt. Keep knees slightly flexed.
3. Hold 10 to 15 seconds, relax, and repeat on other side.

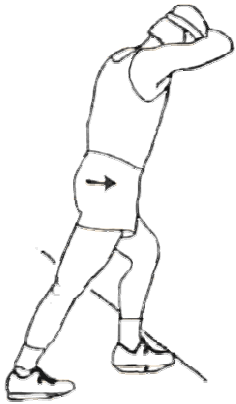
Stretches front on thigh (quadriceps)

1. Stand a little away from wall and place left hand on wall for support.
2. Standing straight, grasp top of left foot with right hand.
3. Pull heel toward buttocks.
4. Hold to 20 seconds, relax, and repeat on other side.



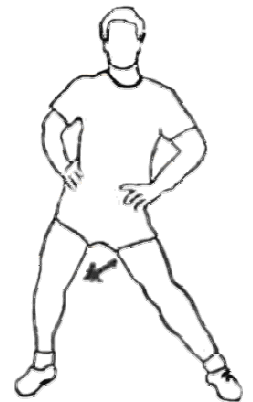
Stretches calf

1. Stand a little way from wall and lean on it with forearms, with head resting on hands.
2. Place right foot in front of you, leg bent, left leg straight behind you.
3. Slowly move hips forward until you feel stretch in calf of left leg.
4. Keep left heel flat and toes pointed straight ahead.
5. Hold easy stretch 10 to 20 seconds. Do not bounce or hold your breath.
6. Repeat on other side.



Stretches inner thigh, groin

1. Stand with feet pointed straight ahead, a little more than shoulder-width apart. If necessary, hold on to something (chair, etc.) for balance.
2. Bend right knee slightly and move left hip downward toward right knee.
3. Hold 10 to 15 seconds, relax, and repeat on other side.



Stretches side of hip, hamstrings

1. Sit on floor with right leg straight out in front.
2. Bend left leg, cross left foot over, place outside right knee.
3. Pull left knee across body toward opposite shoulder.
4. Hold 10 to 20 seconds, relax, and repeat on other side.



Stretches lower back, side of hip, and neck

1. Sit on floor with left leg straight out in front.
2. Bend right leg, cross right foot over, place outside left knee.
3. Bend left elbow and rest it outside right knee.
4. Place right hand behind hips on floor.
5. Turn head over right shoulder, rotate upper body right.
6. Hold 10 to 15 seconds, relax, and repeat on other side.



Stretches shoulders, arms, hands, feet and ankles

1. Lie on floor, extend arms overhead, keep legs straight.
2. Reach arms and legs in opposite directions.
3. Stretch 5 seconds, relax.



Encouraging a Client to be Physically Active

Many people with some level of disability or chronic illness assume it is too late to make changes. However, there is strong, scientific evidence that it is rarely too late for healthy life-style choices to positively, and often greatly, impact a person's physical, emotional, and mental health.

Strengthening activities can help a client:

- keep muscles and bones strong;
- increase strength and independence;
- reduce the need for a cane; and
- reduce the risk of bone fractures and other injuries, or make recovery faster if he/she is injured.

Regular **endurance (aerobic) activity** can help a client:

- lose or maintain weight;
- strengthen the heart and lower your blood pressure and cholesterol;
- keep joints moving and reduce arthritis pain;
- lower stress and boost his/her mood;
- have more energy; and
- meet new friends by joining a class or walking group.

A caregiver's role in a client's physical activity

Your role as a caregiver is to help a client remain as physically active as possible. This can mean:

- giving the client the extra time it takes for him/her to do a task by themselves;
- having a good understanding of the key benefits of remaining active;
- educating the client of the many benefits to him/her of remaining active;
- serving as a role model by making healthy choices and being physically active; and
- encouraging the client to talk with his/her health care provider about this issue and steps he/she can take to stay or become more physically active.

Many people who have become physically frail due to inactivity can more than double their strength through simple exercises in a fairly short time. For some, that can mean the difference between getting up from a chair by themselves or depending on someone to help them. In one study, some people 80 and older progressed from walkers to using canes after doing simple muscle-building exercises for just ten weeks.

The National Institute on Aging



Additional Resources

An excellent, free booklet that gives examples and illustrations on how to do strengthening, endurance, balance, and flexibility exercises is "*Exercise: A Guide from the National Institute on Aging*". It can be found on the web at:

<http://www.niapublications.org/exercisebook/index.asp> or by calling 1-800-222-2225.



Revised

Fundamentals of Caregiving

Glossary

A

Word	Definition
Abandonment	Leaving or deserting a person without a way or the ability to care for him/herself
Abdomen	The lower half of the trunk of the body
Abuse	A willful action or inaction that leads to harm
Active listening	A way of listening that focuses entirely on the other person and makes sure you understood what was said
Activities of Daily Living (ADLs)	Everyday personal care activities, including bathing, toileting, dressing, grooming, hygiene, locomotion and eating
Administer	To give or apply something to someone
Advanced Directives	Written instructions that explain a person's wishes regarding medical decisions that must be made in the event s/he becomes unable to make decisions for him/herself
Adult Family Home	Residential, neighborhood home licensed to provide 24 hour care for 2 – 6 people.
Advocate	To support or take action for someone or something
Aging	Physical and mental process of growing old
AIDS (Acquired Immune Deficiency Syndrome)	Disease that attacks the immune system, preventing the body from fighting infection
Airborne spread	Contact with a germ traveling through the air
Allergy	High sensitivity and reaction to certain substances (e.g. certain foods, pollen, bee sting)
Alzheimer's Disease	Progressive, degenerative brain disorder that affects memory, judgment, and personality
Ambulation	The process of walking or moving about
Anatomical gift	An advanced directive that specifies which parts of a person's body may be used, after death, for transplantation or research purposes
Anatomy	Body structure
Anonymous	Not named or identified

APS	Adult Protective Services, the unit within DSHS that takes calls and investigates suspected abuse in a person's own home or apartment
Aspiration	Inhaling solids or fluids into the lungs
Assault	An unlawful personal attack
Assertiveness	Behaving confidently, not frightened to say what one wants or believes
Assessment	Gathering information to determine what help a client needs
Assessment Details	A section of a DSHS care plan that describes the client's strengths, limitations, and care task preferences, and provides specific caregiver instructions
Assistive devices	Equipment that helps a person perform a task and maintain or regain independence
Autism	A disease of the brain which may severely impair language ability or the ability to relate to other people

B

Bacteria	Microscopic organisms (germs), which can cause diseases
Baseline	The "normal" level of functioning of a person (physical, emotional, mental and social)
Bed bound	Confined to the bed
Bedpan	A pan used to collect urine and/or feces while confined to bed
Beliefs	Individual viewpoints, feelings, and opinions
Bias	An opinion that influences your judgment
Biological hazards	A risk of harm caused by some types of living things and/or their waste products
Bi-polar disorder	Also known as manic-depressive illness, a mood disorder which causes periods of greatly elated or excited moods as well as periods of low moods or depression
Bladder	Sac like organ that holds urine before it is excreted
Blood borne pathogens	Disease causing germs that spread through contact with blood
Blood pressure (BP)	The amount of pressure exerted against the walls of the blood vessels when the heart is pumping
Boarding Home	Larger, residential facility licensed to care for 7 or more people



Body care	Helping the client with exercises, skin care, including the application of non-prescribed ointments or lotions, and changing dry bandages
Body Language	What is communicated through gestures, posture, facial expression and eye contact
Body mechanics	A way of lifting to prevent injury
Body systems	The way the body works to perform essential functions. An example would be the circulatory system with heart, blood vessels and blood
Bony prominence	Place on the body where a bone is close to the surface of the skin, and protrudes, including the elbow, knee, and shoulder blades
Bowel movement	Process of getting rid of stool (feces) from the body
Brainstorming	Presenting possible solutions to solve a problem
Burnout	A state of physical, emotional, and mental exhaustion

C

CPR (cardiopulmonary resuscitation)	First aid procedure for sudden cardiac or respiratory arrest
Calorie	Measurement of the amount of energy food provides
Cancer	Cells that are diseased and grow out of control, spreading and destroying healthy tissue and organs
Cane	Walking stick used for balance or to support weight
Carbohydrates	Substances that provide energy to the body
Cardiovascular	Having to do with the heart, blood, and blood vessels
Cardiovascular Disease	Any disease that affects the heart or blood vessels in the body, also called heart disease
Caregiver	One who provides personal care, support, and assistance to another person
Care plan	A written plan that outlines everything the care team is to do to support the client
Care settings	Where a client lives (adult family home, boarding home or in-home)
Care team	Everyone who provides care for a client, including professionals, relatives, and the person receiving care

Case Manager	Person who helps the client define the services that are needed, documents them in the care plan, and provides on-going case management
Cataract	Clouding of the lens of the eye
Cell	The basic unit of all living things
Cerebral	Pertaining to the brain
Cerebral Vascular Accident (CVA)	Occurs when there is a stoppage of blood to brain tissue by a clot, clogging of an artery, or bleeding into the brain; also known as a stroke or brain attack
Chemical	A substance or compound
Chemical hazards	Products with hazardous ingredients
Chemotherapy	Treatment using drugs; mostly used for cancer
Choking	Food, objects or swelling blocking the airways to the lungs
Cholesterol	A fatty substance found in body tissue and blood
Chronic Obstructive Pulmonary Disease (COPD)	A progressive and irreversible condition of the respiratory system in which the person has difficulty breathing due to a problem in the lungs
Circulatory system	The heart, blood vessels, blood, and all the organs that pump and carry blood and other fluids throughout the body
Client	The focus of the care team, the person who needs assistance
Cognitive	Thinking, the mental process of knowing
Cognitively impaired	Condition where a person has difficulty in processing information
Collaborative	Two or more people working together for a special purpose
Colostomy	An opening on the surface of the abdomen where the bowel is opened and redirected to the outside of the body
Comatose	Unconscious, not alert
Commode	A movable chair containing a built-in pan to collect urine and/or feces; used instead of a toilet
Communicable Disease	Any disease that is spread from one person to another
Communication	The exchange of information by talking, writing, gestures, or behavior
Confidential	Not revealing any personal information
Confusion	Mentally unclear or uncertain
Congestive Heart Failure (CHF)	The heart is not strong enough to pump blood throughout the body and pumps so weakly that blood backs up in the veins and body organs
Consent	Permission



Constipation	Difficult or painful bowel movement, hard stool
Contagious	Easily spread from one person to another
Contaminated	An area or object with a lot of germs
Contractures	When muscle tissue becomes shortened because of spasm or paralysis, either permanently or temporarily
Cross contamination	When germs from raw or contaminated food get into other foods that are not cooked or reheated before they are eaten
CRU	The Complaint Resolution Unit, the unit within DSHS that receives calls and investigates suspected abuse in an adult family home, boarding home or nursing home
Crutch	Supports that are used to assist in walking, they fit under the armpit and are usually used in pairs
Cue/Cuing	To remind or prompt someone
Cultural background	The attitudes and behavior characteristics of a particular social group or organization, including views about food, dress, religion, family relationships and roles
Custom	Long-established practice or belief, a way of doing things

D

Danger Zone	A zone of temperatures where germs grow quickly when potentially hazardous food is kept at those temperatures
Defecate	Have a bowel movement
Degeneration	Decline from a former or normal condition
Dehydration	Not enough fluid in the body
Dementia	General loss of intellectual functions plus personality changes
Dementing illnesses	Diseases which cause a loss of intellectual functioning; these include: Alzheimer's, Vascular dementia, Parkinson's dementia, Huntington's chorea, Pick's Disease, AIDS dementia, Jacob-Cruetzel disease, and Korsakoff's disease
Demonstrate	To show
Denial	Refusing to believe
Dentures	False teeth or artificial teeth that may replace some or all of the person's teeth; may be described as being partial or complete, and upper or lower
Depression	"Low mood", may show a loss of interest in usual activities or have changes in appetite or sleep patterns, may show feelings of despair, worthlessness or suicidal thinking
Dermis	Inner layer of skin

Developmental disabilities	A condition beginning before the age 18 that is expected to last a person's lifetime and substantially limits him/her in some of these areas: self-care; communication; learning; mobility; and or self-direction. Examples include Down Syndrome, cerebral palsy and autism
Diabetes	Type 1—a chronic disease of the endocrine system in which the pancreas makes little or no insulin Type 2—The pancreas makes insulin but the body does not use it properly
Diagnosis	Name of disease or medical condition
Diarrhea	Excessive amounts of liquid stool
Dietician	Health professional specializing in meal planning and preparation
Digestion	The bodily process in which food is broken down mechanically and chemically, and is changed into forms that can enter the bloodstream and be used by the cells
Digestive system	The group of body organs that carries out digestion, including the mouth, stomach, and intestines
Direct contact	Spread of infection directly from one person to another
Disability	Lacking one or more of the physical or mental abilities that most people have
Disease	A malfunction of some part of the body; does not have to be associated with age
Disinfecting	Using a bleach solution or another disinfectant to kill germs
Disorientation	Confusion regarding time, date, season, place or one's identity
Diuretics	A substance which increases the production of urine
Document	To make and keep a written record
Draw sheet	Linen placed under the person and used to help move them in the bed
Droplet spread	Contact with germs from an infected person when they cough or sneeze
Drug interaction	An interaction between a drug and another substance usually resulting in undesirable side effects and that prevents the drug from performing as expected
DSHS	The Department of Social and Health Services, the state agency that provides programs and services to help children, adults, and families in Washington state
DSHS plan of care	A plan of care (care plan) written by a DSHS representative for a DSHS client



Dysphagia	Difficulty with swallowing
-----------	----------------------------

E

E coli	Bacteria ingested through contaminated food or water causing inflammation of the small intestine
Edema	Swelling, retaining fluids in tissue; is often seen in the ankles, legs or hands
Elder abuse	The mistreatment of an elderly person
Elimination	The process of removing wastes from the body by the bowels or bladder
Emotion	Feeling
Emotional and social needs	Basic requirements for contentment and companionship
Enabler	Anything that helps a client take his/her own medication (example; cup, spoon)
Enema	Putting fluid into the rectum to cleanse or stimulate the bowels, or to give medication or other therapy
Environment	Surroundings which affect the individual, including light, sound, texture, and motion
Epilepsy	Disease of the nervous system which includes seizures
Essential shopping	Limited to brief, occasional trips in the local area to shop for food, medical necessities, and household items required specifically for the health, maintenance, and well-being of the client
Excrete	To discharge from the body
Expiration	To breathe out air from the lungs
Extremity	Limbs of the body, including the arms and legs
Eye contact	Two people looking directly at each other

F

Facial expressions	The look on a person's face
Fecal impaction	A large mass of dry, hard stool that cannot be passed
Feces	Body waste from the bowel
Feedback	A reaction or response to something
Feeding tubes	Special tubes that are passed into the stomach for providing nourishment
Fever	Body temperature above normal
Fiber	Roughage essential for proper elimination



Financial exploitation	The illegal or improper use of a vulnerable adult's property, money, or resources
First aid	Emergency care that is done before medical help arrives
Flexibility	The ability to adapt or respond to changes or to bend a joint
Food borne illness	Any illness caused by eating contaminated food
Food groups	Grains, dairy products, fruits and vegetables, proteins
Fracture	Break in the continuity of a bone; a broken bone
Friction	Rubbing one surface against another

G

Gait belt	A belt worn around the waist to aid in transfers and walking
GI system (Gastrointestinal)	A group of organs that process food for use by the body including the mouth, esophagus, stomach, intestines, liver and bowels
Generic drug	A drug product that is no longer owned or controlled by a particular company
Genitals	External reproductive organs, "private" areas of body
Germ	Tiny, microscopic, living organism such as bacteria, virus, or fungus
Gestures	Movements made with your arms, hands or body
Glaucoma	Increased pressure inside the eyeball
Glucose	Sugar
Grand mal seizure	Seizure resulting in the loss of consciousness
Grief and grieving	A reaction to a loss
Grievance	A formal complaint
Ground Rules	Basic rules for behavior
Guilt	The feeling that something is one's fault

H

Habit	Something you do so often and regularly, sometimes without knowing that you are doing it
Hazards	Possible source of danger, potential for injury or harm

Health care directives	Written instructions that explain the person's wishes regarding any medical or end of life decisions that must be made in the event s/he becomes unable to make decisions for him/herself; also called Advanced Directives
Hearing aid	Device worn in the ear to improve hearing
Hearing impairment	Loss of sound, deafness
Heart disease	Abnormal condition of the heart and/or circulation
Hepatitis	A viral infection of the liver, includes Hepatitis A, B, C and others
HIV (Human Immunodeficiency Virus)	The virus which causes AIDS
Host	A plant, animal or human in which a parasite lives
Hygiene	Being clean and sanitary
Hyperglycemia	Abnormally high level of sugar in the blood
Hypertension	Abnormally high blood pressure
Hypoglycemia	Abnormally low level of sugar in the blood
Hypotension	Abnormally low blood pressure

I

Immobile	Unable to move
Immune	Resistance to a particular disease because of the presence of antibodies
Immune system	A collection of cells, chemical messengers, and proteins that work together to protect the body from pathogens
Immunizations	A medical treatment given to protect against a particular disease
Impaction	Inability to have a bowel movement, bowels blocked by very hard stool
Impaired	Not working correctly
Inactive	Not active, not working
Incapacitated	Unable to act, respond (i.e. a person is unable to make decisions about his/her care)
Incident Report	A written record of something unusual, unexpected or a mistake
Incontinence	The inability to control bladder and/or bowel functions
Independent or Independence	To be self-reliant and able to do a task for one's self
Indirect contact	Touching something an infected person has touched



Indwelling catheter	A tube inserted into the bladder to drain urine
Infection	Growth of harmful germs in the body
Infection control	Stopping germs from spreading and causing infection
Infectious	Easily spread, capable of causing infection
Inflammation	The body's reactions to injury or infection, symptoms include redness, pain, and/or swelling of an area
Inhalation	To breathe in
Insomnia	Inability to go to sleep or stay asleep
Instrumental Activities of Daily Living (IADL)	Routine tasks performed around the home or in the community, including meal preparation, grocery shopping and housework
Insulin	Hormone made by the pancreas which breaks down sugar and starches
Insulin shock	Condition resulting from too much insulin or too little food causing very low blood sugar
Interactive Learning	Training in which the student is an active participant
Interpersonal	Relationships between people
Intestines	Bowels
Irreversible	A situation that cannot be changed back to the way it was
Isolation	Separation from others

J

Joint	A part of the body where two bones join together, such as knees, wrists, and elbows
-------	---

K

L

Labia	Folds of skin at entrance to vagina
Laundry	Washing, drying, ironing, and mending clothes and linens used by the client or helping the client to perform these tasks
Learning styles	The way a person uses his/her physical senses to learn
Lesions	Sores
Lift	Raise, move
Ligament	Tough cords of connective tissue binding bones together
Linen	Bedding, sheets, pillowcases, wash cloths and towels

Locomotion	How someone moves
Lubricant	A substance, such as petroleum jelly, glycerin or cold cream, used to make a surface smooth or moist and to decrease friction or irritation
Lubricate	To make slippery or smooth

M

Mandatory Reporter	A person required by law to report suspected abuse, neglect or financial exploitation of a vulnerable adult
Malnourished	Condition resulting from not eating enough or not eating a healthy diet
Meal preparation	Includes planning meals and special diets, preparing meals for clients who are unable to participate, and cleaning up after meals
Medication administration	Putting the medication in the client's mouth or applying it to his/her eyes, ears, skin, or any part of the body. This can only be done by an RN, LPN or family member. A RN may also delegate this task to qualified NACs, NARs and certified HCAs
Medication assistance	To help a client to take his/her own medication following "The Five Rights". This includes coaching, handing them the medication container, opening the medication container, using an enabler or placing the medication in the client's hand
Medication Route	The way a medication is taken, such as oral, topical, rectal, vaginal, inhaled, or injected
Mental abuse	Intentionally causing emotional pain or distress
Mental illness	A brain disorder that affects thoughts, emotions, and behavior
Mentally competent	Being able to think clearly and rationally
Microorganism	Disease-producing bacteria, or living matter, that is too small to be seen by the naked eye and is seen only with a microscope
Mobility	Ability to walk and move about
Mobility aids	Devices to help clients walk and move more easily, such as canes and walkers
Mucous	Sticky, wet liquid produced inside the nose and other parts of the body
Mucous membrane	Thin skin that produces mucous to protect the inner surface of the body, (i.e. nose and mouth)
Muscular system	The muscles, which make the body parts move
Myocardial infarction	Heart attack



N

NPO	Nothing by mouth, no food or beverages consumed by mouth
Natural body defenses	External and internal substances in the body that help destroy germs (i.e. skin, white blood cells, stomach acid)
Neglect and negligence	To refuse or fail to provide necessary care or basic life necessities
Non-ambulatory	Cannot walk
Non-verbal	Non-spoken expression, body language, facial expressions, and hand gestures
Normal aging	The usual process of getting older which includes predictable changes in the way the body functions
Nurse Delegation	When a RN delegates nursing tasks to qualified NACs and NARs
Nutrients	Any substance plants or animals need to live and grow
Nutrition	The body's process of taking in and using food

O

Obese	Overweight
Objective documentation	Writing down the facts only
Observe/Observation	To watch for changes in condition
Ombudsman	A person who advocates for the rights of clients in long-term care facilities
Open-ended questions	Questions that require explanation or discussion
Oral	Anything to do with the mouth
Oral hygiene	Cleaning of the teeth, mouth, and gums
Organ	A part of the body that performs a certain function, such as the brain, stomach, and lungs
Organism	Any living thing
Osteoporosis	Medical condition in which bones become brittle and fragile due to deficiency of calcium or vitamin D or hormonal changes

P

Pace	The speed at which something is done
Paralysis	Loss of ability to move a part of the body
Paranoid	A condition in which a person thinks something bad will happen

	or that people want to hurt him/her
Paraplegia	Paralysis from the waist down
Paraphrase	Repeat statement in your own words
Parkinson's	A disease of the central nervous system that progresses slowly and causes rigid muscles, shaking, tremors and weakness
Pathogen	Any germ causing disease
Pericare	Cleansing of the genital and anal areas of the body; also called perineal care
Perineum	The genital area; in men, it includes the penis and scrotum; in women, it includes the labia and vagina
Personal care services	Tasks done to help a client with activities of daily living and instrumental activities of daily living
Personal hygiene	Cleaning and grooming of a person, including care of hair, teeth, dentures, shaving, and filing of nails
Petit mal	Seizure which does not result in loss of consciousness
Pneumonia	Infection of the lungs, symptoms include fever, chills and cough
Positioning	How a person is appropriately placed when sitting or lying down
Posture	A position or attitude of the body
Precautions	Measures taken beforehand to prevent possible danger
Prejudice	Making judgments or forming negative opinions, especially when formed without thought or knowledge
Pressure points	Places on the body where bone causes the greatest pressure on the muscles and skin
Pressure ulcers	Skin breakdown or injury caused by pressure or friction that damages the skin and underlying muscle
Privacy	To screen from view when assisting with personal care or not talking about the client's personal matters
Problem solving	Process used to deal with difficult or complex situations
Procedure	The correct steps of doing something
Professional	Exhibiting a courteous, conscientious, and businesslike manner in the workplace
Professional boundaries	Appropriate limits in a job relationship
Professionalism	Following a high standard of personal conduct
Prosthesis	An artificial body part such as a leg, arm, breast, or eye
Protective barriers	Coverings to guard against transfer of infection such as gloves, masks, goggles or gowns. Also called Personal Protective Equipment or PPE
Psychological	Relating to an individual's mind



Psychosocial	Relating to an individual's emotional, psychological, and social well being
Pulmonary	Refers to the lungs
Pulse	Throbbing of the arteries caused by contractions of the heart as it pumps blood

Q

Quadriplegia	Paralysis from the neck down
--------------	------------------------------

R

Range of motion	How much a joint can move
Rehabilitation	Restoring a person's physical and/or mental abilities
Reporting	Communicating important information
Resources	Available services and information
Respect	Holding someone in high regard
Respiration	Breathing, includes inhalation, or breathing in air, and exhalation, or breathing air out
Respiratory system	The group of body organs that carry on the function of respiration; the system brings oxygen into the body and eliminates carbon dioxide
Restraint	A device or action that restricts or limits movement of a client. The use of restraints is illegal
Rights	Standards of justice, law, and morality, examples are the right to privacy and the right to refuse medical treatments
Role	What a person is expected to do and not do
Routine	A schedule or way of doing things

S

Safety hazard	Dangerous condition or obstacle to security
Salmonella	Bacteria ingested through contaminated food or water causing an infection in the small intestine
Sanitize	To clean and disinfect
Secretion	To produce and release a liquid
Sedentary	A lifestyle that includes only the light physical activity associated with typical day-to-day life
Seizure	Abnormal function of the brain which causes convulsions
Self Directed Care	When an in-home client directs only an Individual Provider to help him/her with health related tasks. This does not require Nurse Delegation

Sensory	Relating to the senses of seeing, hearing, touching, tasting, and smelling
---------	--



Service Summary	A section of the DSHS care plan that documents contact information, caregivers' schedules, and the client's goals
Sexual abuse	Any form of unwanted sexual contact
Sexuality	Characteristics or feelings relating to sex
Shock	A state of collapse resulting from reduced blood volume and blood pressure, usually caused by severe injuries such as hemorrhage or burns on many parts of the body; may also result from an emotional blow or pain
Side effects	A secondary and usually undesirable effect of a drug or therapy
Skeletal system	The bones and connections between them that provide the framework for the body
Skin	The organ of the body that covers the body and protects it, composed of layers of tissue
Skin breakdown	Any redness, damage or break in the skin creating a risk for infection and further injury
Skin care	Cleansing and protection of the skin
Skin integrity	Skin without any wounds
Slide board	Board used to transfer people if there is no chance of spinal injury, also called a transfer board
Spinal cord	One of the main organs of the nervous system, it is inside the spine and carries messages from the brain to other parts of the body, and from parts of the body back to the brain; it is also called the backbone
Spiritual	Related to the spirit or soul, sacred, or religious
Sputum	Mucus coughed up from the lungs
Standard Precautions	Accepted practices used to prevent pathogens being spread through the blood, body fluids, non-intact skin or mucous membranes
Sterile dressing	A protective, bacteria-free, covering put on an injury
Sterilization	The process of destroying all microorganisms, including spores
Sternum	Breastbone
Stool	Feces, bowel movement
Stoma	An artificial opening connecting a body passage to the outside; i.e. colostomy, tracheostomy, ileostomy or urostomy
Stress	Any situation or thought that makes you feel frustrated, angry, or anxious

Stroke	Rupture or blockage of a blood vessel in the brain depriving parts of the brain of blood supply, also called a brain attack
Subjective documentation	Writing down your personal feelings, impressions, or interpretations
Symptom	Evidence of disease, disorder, or condition

T

Temperature	Measurement of heat
Tendons	Tough cords of connective tissue that bind muscles to other body parts
Therapeutic	Medication or activity that helps one to recover or heal
Thermometer	Instrument for measuring temperature
Tone	The sound or pitch of the words you speak
Tools	Techniques or objects that help you accomplish a task
Toxins	A poisonous substance, can be produced by bacteria, and cause illness and disease
Transfer belt/gait belt	A belt worn around the waist to aid in transfers and walking
Transfer board	A flat board that enables a person to slide from one level surface to another
Transfers	Moving a person from one place to another; for example from a bed to a wheelchair
Transmitted	The process of passing something from one person or place to another
Travel to medical services	Accompanying and/or transporting a client to a physician's office or clinic in the local area to obtain medical diagnosis or treatment
Tuberculosis (TB)	An airborne disease caused by bacteria, primarily affects the lungs
Tumor	An abnormal growth in or on the body; can be benign, or malignant. A malignant tumor is also called "cancer"

U

Unconscious	Not alert, unable to respond
Universal Precaution	Safety measures used when dealing with blood and body fluids
Urinalysis	Lab test to urine for diagnostic purposes
Urinal	Container used for urinating
Urinary Catheter	A tube inserted into the bladder to drain urine



Urinary incontinence	The inability to control bladder functions
Urinary system	The group of organs which have the function of making urine and discharging it from the body
Urinary Tract	The organs of the body that produce and discharge urine, including the kidneys, ureters, bladder and urethra
Urinary Tract Infection (UTI)	An infection of one or more parts of the urinary tract, may have no symptoms
Urination	The process of getting rid of urine from the bladder
Urine	Liquid waste from the kidneys

V

Values	A particular behavior or tradition seen as important
Vein	Blood vessel that carries blood to the heart
Verbal	Spoken words
Vertebrae	Bones of the spine
Virus	The smallest known living disease-producing organism
Visualization	Seeing something in your mind
Visually impaired	Blindness or loss of sight
Void	Urinate
Vomiting	Throwing up the contents of the stomach out of the mouth
Vulnerable	Easily hurt, influenced, or attacked
Vulnerable adult	A person who is 60 years of age, or older, who is not able to care for him/herself because of a functional, mental or physical disability; or is 18 or older who: lives in an adult family home, boarding home, or nursing facility; receives personal care services in his/her home; has a developmental disability; or is incapacitated

W

Walker	A support used for walking
Weight	Measure of heaviness
Wheelchair	Chair mounted on wheels
Wood supply	Splitting, stacking or carrying wood for the client when wood is the sole source of fuel for heating or cooking, is limited to wood at the home and does not include using a chainsaw or felling trees
Wound	Any break in the skin or an organ

Arthritis

WHAT IT IS

Arthritis is a chronic condition that causes pain in joints. There are different kinds of arthritis, which require different treatments. The major kinds of arthritis are:

Osteoarthritis (OA) – the most common type of arthritis that affects weight-bearing joints including hands, fingers, hips, knees, and spine. OA causes stiffness and pain in the affected joints.

Rheumatoid arthritis (RA) – a degenerative joint disease that causes stiffness and pain. RA can affect any or all of the joints of the body, and is accompanied by fever, fatigue, and a general sense of not feeling well. RA has the potential for causing the most damage, since it can affect almost all of the joints of the body.

Gout – is caused by uric acid build-up in the body resulting in pain, redness, and swelling in small joints, mainly the great toe.

SIGNS/SYMPTOMS

- redness, swelling, or warmth in a joint
- reduced ability to move the joint
- aching pain and/or stiffness in the joint(s)
- stiffness in the morning
- slower movement
- complaints of aches and pains, or avoidance of activities

TYPES OF TREATMENTS

Goals of treatment are to reduce pain and inflammation, slow down or stop joint damage, and improve the person's ability to function. Many treatments may be used at one time, and may include:

- prescription and OTC medications to treat pain and decrease inflammation;
- nutritious diet, to maintain or decrease weight and improve overall health;
- rest, to improve the body's ability to repair itself;

- exercise or stretching, to increase joint mobility and decrease stiffness;
- surgery to replace a joint (commonly hip and knee); and
- alternative therapies, including:
 - ◆ heat and cold therapy – for some kinds of arthritis, heat can temporarily relax joints, especially before exercise. Hot compresses and warm baths can help. Cold compresses can be applied to sore joints to decrease pain.
 - ◆ acupuncture – many people with arthritis believe that acupuncture reduces pain and/or decreases stress associated with the disease.
 - ◆ stress reduction – stress may affect the amount of pain a person feels. Support groups and visualization techniques, along with other ways to relax and find comfort, can help to reduce stress.
 - ◆ vitamins and herbal supplements.
 - ◆ massage.

THINGS TO AVOID

- non-activity or overexercising
- taking medications, vitamins or herbal supplements without advice from the doctor or more frequently than recommended

WAYS TO PREVENT

Many cases are not preventable. The goal in these instances is to diagnose and treat arthritis early. For those cases that are preventable:

- maintain a healthy weight;
- get regular exercise (taking care not to overuse the joints);
- avoid repetitive motions in the same joints
- rest when needed; and
- eat a healthy diet with fruits and vegetables, along with vitamin supplements.

Arthritis

Caregiver Tips

THINGS TO WATCH FOR:

- side effects of medications



THINGS YOU CAN DO TO HELP:

- offer frequent rest breaks in combination with exercise
- encourage client to take prescribed medications
- help arrange the client's environment so that he/she can be as independent as possible

WHERE TO GET MORE INFORMATION:

The client's doctor

National Institute of Arthritis and
Musculoskeletal and Skin Diseases
Information Clearinghouse
NIAMS/National Institutes of Health
1 AMS Circle
Bethesda, MD 20892-3675
www.niams.nih.gov/

Arthritis Foundation (National)
1330 West Peachtree Street
Atlanta, GA 30309
1-800-283-7800
www.arthritis.org

Arthritis Foundation
(Washington/Alaska Chapter)
3876 Bridge Way North
Suite 300
Seattle, Washington 98103
1-800-542-0295
E-mail: info.wa@arthritis.org

Bipolar Disorder

WHAT IT IS

Bipolar disorder, also called manic depression, is a serious brain disorder that causes extreme highs and lows in mood, energy, and functioning. It is a chronic and life-long condition.

SIGNS/SYMPTOMS

Because bipolar disorder has two phases, mania and depression, symptoms are different depending upon where the person is in his/her cycle of the disorder.

Signs/symptoms of manic phase may include:

- extremely happy mood;
- irritable and/or angry mood;
- increased energy and activity;
- more thoughts and faster thinking than normal;
- increased talking and faster speech than normal;
- unrealistic beliefs in one's abilities and powers
- poor judgment;
- increased sexual interest and activity;
- decreased sleep.

Signs/symptoms of depressive phase may include:

- "low" mood;
- decreased energy and activity
- change in appetite (either eating more or less);
- change in sleep patterns (either more or less);
- restlessness and irritability;
- less talking, slower speech;
- less interest and participation in activities normally enjoyed;
- decreased sexual interest and activity;
- feelings of hopelessness and helplessness;
- feelings of guilt and worthlessness;
- negative outlook;
- thoughts of suicide.

TYPES OF TREATMENTS

Since bipolar disorder cannot be cured, the goal of treatment is to manage symptoms with:

- medications to treat mania and depression; and
- behavioral therapy and support groups.

THINGS TO AVOID

- taking herbal or OTC medications in combination with prescribed medications without first talking with the doctor

WAYS TO PREVENT

Since the cause of bipolar disorder is unknown, there are no current prevention measures.

CAREGIVING TIPS



THINGS TO WATCH FOR:

- talk of suicide – get help immediately
- self-harm or behaviors that could harm others – get help immediately

THINGS YOU CAN DO TO HELP:

- encourage the client to take medications as ordered
- encourage meaningful activity
- listen to the client
- encourage the client to do as much for self as he/she can
- provide consistent routines
- encourage client to make healthy choices in diet, exercise, and alcohol consumption

WHERE TO GET MORE INFORMATION:

The client's doctor

National Alliance for the Mentally Ill
Colonial Place Three
2107 Wilson Boulevard, Suite 300
Arlington, VA 22201-3042
National Helpline: 1-800-950-NAMI
www.nami.org

Cancer

WHAT IT IS

Cancer develops when cells in a part of the body begin to grow out of control. Although there are many kinds of cancer, they all start with this abnormal cell growth.

SIGNS/SYMPTOMS

Many symptoms are related to where the cancer is located in the body (e.g. blood in stool from colon cancer or shortness of breath in lung cancer). Some cancers may not have any symptoms. The following symptoms are common with most cancers.

- fever
- chills
- night sweats
- weight loss
- loss of appetite
- fatigue

TYPES OF TREATMENTS

Treatment options may be used alone or combined, depending on the type of cancer and the condition of the client. Treatments include:

- surgery - if the cancer is contained to one area and has not spread, surgery may remove all or part of the cancer.
- radiation therapy - targets and kills cancer cells in a certain area of the body. Radiation can also affect normal cells.
- chemotherapy - a course of drugs that kill cells throughout the body, both cancerous and normal cells.
- medications - used to treat the symptoms of cancer and side effects of treatment (e.g. pain, fever, infection, and/or nausea).
- alternative therapies - either alone or in combination with the other options listed above, including:
 - ♦ acupuncture;
 - ♦ vitamins, minerals, and herbs;
 - ♦ nutrition;
 - ♦ meditation; and
 - ♦ faith healing.

THINGS TO AVOID

- smoking or chewing tobacco
- high fat foods
- people with infectious illnesses – people with cancer have immune systems that are not working well, so they are more likely to get an infection

WAYS TO PREVENT

Some forms of cancer are the result of family history (genetics). Although they cannot be prevented, they may be detected early for timely treatment. Efforts to prevent cancer include:

- avoid excessive alcohol, sun exposure, and tobacco;
- eat a low-fat healthy diet with plenty of fruits and vegetables;
- maintain a healthy weight;
- exercise regularly;
- get regular check-ups from the doctor; and
- avoid environmental pollution, like second-hand smoke and car exhaust.

CAREGIVING TIPS

THINGS TO WATCH FOR:

- pain
- infection
- weight loss
- confusion
- depression



THINGS YOU CAN DO TO HELP:

- encourage the client to exercise, rest often, eat nutritious meals, and drink fluids
- provide things that will bring comfort to decrease pain
- be sensitive to the client's physical and emotional state

WHERE TO GET MORE INFORMATION:

The client's doctor

The American Cancer Society
1-800-ACS-2345
www.cancer.org

Cataract

WHAT IT IS

A cataract is a clouding of the lens in the eye that decreases vision. Most cataracts are related to aging. A cataract can occur in either or both eyes. Because cataracts grow slowly, vision gets worse over time.

SIGNS/SYMPTOMS

- cloudy or blurred vision
- lights may appear too bright, like a glare - a halo may appear around lights
- colors don't appear as brilliant
- poor night vision
- frequent changes in glasses or contact prescriptions

TYPES OF TREATMENTS

Early treatment includes:

- stronger eye glass prescription;
- better lighting;
- anti-glare glasses and sunglasses; and
- use of a magnifying glass.

After the above options have been tried, the only other treatment is surgery. If a client has cataracts in both eyes, surgery will be done on one eye at a time to allow for healing between surgeries.

THINGS TO AVOID

- bright lights
- driving at night

WAYS TO PREVENT

- wear special sunglasses when outside to protect from ultraviolet B (UVB) rays
- avoid smoking
- avoid excessive alcohol

CAREGIVING TIPS



THINGS TO WATCH FOR:

- if client has had surgery, post-surgery pain
- tripping hazards in the home – ensure pathways are clear

THINGS YOU CAN DO TO HELP:

- assist client to get reading materials with large print
- ensure the home has adequate lighting
- assist client to walk as needed, especially in unfamiliar areas or uneven ground
- keep client's glasses clean and within reach
- encourage client to make and keep eye appointments

WHERE TO GET MORE INFORMATION:

The client's doctor

National Eye Institute
31 Center Drive MSC 2510
Bethesda, MD 20892-2510
(301) 496-5248
www.nei.nih.gov

Congestive Heart Failure (CHF)

WHAT IT IS

CHF is when the heart grows weaker and cannot pump enough blood throughout the body. This results in blood backing up into the lungs and/or other parts of the body. CHF often develops gradually over several years but can happen suddenly.

SIGNS/SYMPTOMS

- shortness of breath
- cough
- swelling in the legs and feet
- weight gain
- decreased alertness or concentration
- sleep problems
- dizziness

TYPES OF TREATMENTS

- a healthy life-style - to manage some of the symptoms of CHF
- medications
 - ♦ diuretics or “water pills” to decrease swelling
 - ♦ pills to lower blood pressure
 - ♦ pills to make the heart beat stronger and slower
- oxygen therapy - to help with breathing
- treating other illnesses – to improve symptoms of CHF
- fluid restriction - to avoid build up of fluid in the lungs

THINGS TO AVOID

- high-fat, high-salt foods
- smoking
- excessive alcohol
- environments that are too hot or too cold

WAYS TO PREVENT

- make healthy choices in diet (including a low-salt diet), exercise, and alcohol consumption
- avoid smoking
- keep other chronic illnesses like diabetes or heart disease under control

CAREGIVING TIPS

THINGS TO WATCH FOR:

The following symptoms are serious and should be reported immediately.



- sudden weight gain
- shortness of breath that gets worse
- leg swelling that is new
- coughing or wheezing
- needing to sleep propped up or sitting up
- chest pain or a heavy feeling in chest

THINGS YOU CAN DO TO HELP:

- encourage the client to make and keep doctor appointments
- encourage the client to take medications as prescribed
- encourage client to make healthy choices in diet, exercise, and alcohol consumption
- encourage the client to wear clothing that is:
 - ♦ not too tight – tight socks, stockings, shoes, etc. may block blood flow
 - ♦ appropriate for the weather – clothes that will make the client too warm or too cold causes the body to work harder to keep at the right temperature
- assist the client to conserve his/her energy when doing daily activities
- be aware if the client has or uses nitroglycerin (NTG) tablets

WHERE TO GET MORE INFORMATION:

The client's doctor

National Heart, Lung, & Blood Institute
NHLBI Health Information Center
PO Box 30105
Bethesda, MD 20824-0105
(301) 592-8573
www.nhlbi.nih.gov

American Heart Association
National Center
7272 Greenville Avenue
Dallas, TX 75231
1-800-AHA-USA-1
or 1-800-242-8721
www.americanheart.org

Chronic Obstructive Pulmonary Disease (COPD)

WHAT IT IS

COPD is a group of lung diseases that damages the lungs making it difficult to breathe. The airways - the tubes and air sacs that carry air in and out of the lungs - are partly blocked or damaged, making it hard to get air in and out. Smoking is the leading cause of COPD.

Common types of COPD are emphysema and chronic bronchitis.

SIGNS/SYMPTOMS

- shortness of breath
- cough that doesn't go away
- excess mucus
- wheezing
- chest tightness
- decreased exercise tolerance

TYPES OF TREATMENT

COPD cannot be cured. The client's doctor will recommend treatments that help relieve symptoms and help the client breathe easier.

The goals of COPD treatment are to:

- relieve symptoms;
- slow the progress of the disease;
- keep the client active;
- prevent and treat breathing problems; and
- improve overall health.

The treatments for COPD may include:

- drug/inhaler therapy (to open airways and decrease inflammation);
- oxygen therapy;
- exercise; and
- a low-salt, nutritious diet with adequate fluids.

THINGS TO AVOID

- smoking
- salt/sodium
- junk foods
- caffeine

WAYS TO PREVENT

- avoid smoking
- stay away from second-hand smoke, environmental pollutants, and car exhaust

CAREGIVING TIPS

THINGS TO WATCH FOR:

- increased shortness of breath
- signs of infection - increased mucus or change in color, fever, confusion
- weight loss
- signs of depression – COPD limits many activities

THINGS YOU CAN DO TO HELP:

- offer frequent, nutritious, smaller meals instead of 3 large meals during the day. Eating and drinking can increase shortness of breath and be uncomfortable for the client.
- avoid wearing perfume, perfumed hairspray or lotions, and other scents that can irritate the lungs.
- encourage activity with rest periods.
- prop pillows or raise the head of the bed to help the client breathe easier. Clients with COPD may not be able to catch their breath when lying flat.
- offer plenty of water, if ok with the doctor. Water thins mucus in the lungs.
- encourage the client to get a one-time pneumococcal vaccination and an annual flu shot.
- allow plenty of time for activities.
- do not smoke near the client.

WHERE TO GET MORE INFORMATION:

The client's doctor

American Lung Association
61 Broadway, 6th Floor
New York, NY 10006
1-800-LUNGUSA
www.lungusa.org

National Heart, Lung, & Blood Institute
NHLBI Health Information Center
PO Box 30105
Bethesda, MD 20824-0105
(301) 592-8573
www.nhlbi.nih.gov

Dementia

WHAT IT IS

Dementia is a general loss of intellectual functions (memory, reasoning, concentration, attention, abstract ability, and language function), and may include personality changes. Permanent, irreversible, progressive dementia, like Alzheimer's, comes on gradually. Other types of progressive dementia include:

- vascular, or multi-infarct dementia;
- Lewy Body;
- Huntington's dementia;
- Parkinson's dementia;
- Pick's disease;
- HIV/AIDS dementia; and
- Korsakoff's disease (related to alcoholism).

Reversible dementias

It is important to watch for and report any **sudden** confusion or other dementia-like symptoms. This type of dementia is often reversible with proper medical evaluation and treatment. Possible reasons for reversible dementia include:

- infection (often pneumonia or urinary tract infection);
- dehydration/poor nutrition;
- electrolyte imbalance, diabetes out of control, thyroid problems, renal problems; and
- medications.

SIGNS/SYMPTOMS

Irreversible dementias

- progressive memory loss
- inability to concentrate
- decrease in problem-solving skills and judgment capability
- confusion
- hallucinations and delusions
- altered perception
- inability to recognize familiar objects or persons
- disturbance or change in sleep-wake cycle

- impaired motor functions including:
 - ♦ inability to dress self in later stages or do other things to care for self;
 - ♦ gait changes/fall risk; and
 - ♦ inappropriate movements.
- disorientation, including:
 - ♦ person, place, time;
 - ♦ visual-spatial; and
 - ♦ inability to interpret environmental cues.
- unable to problem-solve or learn
- absent or impaired language ability, including:
 - ♦ inability to understand what others are saying;
 - ♦ inability to read and/or write;
 - ♦ inability to speak;
 - ♦ inability to name objects;
 - ♦ inappropriate speech; use of jargon or wrong words; and
 - ♦ persistent repetition of phrases.
- personality changes, including:
 - ♦ irritability;
 - ♦ poor temper control;
 - ♦ anxiety;
 - ♦ indecisiveness;
 - ♦ self-centeredness;
 - ♦ inflexibility;
 - ♦ no observable mood (flat affect);
 - ♦ inappropriate mood or behavior;
 - ♦ inappropriate sexual behavior; and
 - ♦ inability to function or interact in social or personal situations.

TYPES OF TREATMENTS

Because there is no cure for dementia, the goal of treatment is to control symptoms. The first step is evaluation of the client's health status, to make sure that another illness or a side effect of a medication is not creating increased confusion. Treatments can include:

- **Making changes in the environment** – creating an environment that is safe, with familiar surroundings and people.

Dementia

- **Behavioral interventions** – reinforce desirable behaviors, responding appropriately to challenging behaviors, and anticipating the client's needs.

- **Medication** – medication options specifically designed to treat dementia may slow the progression of the disease.

THINGS TO AVOID

- medications used as chemical restraints – medications should be used to treat symptoms, not for staff convenience.
- medications that were not prescribed by the client's doctor including OTC and herbal medications. Many medications have side effects that may make the symptoms of dementia worse, or increase behavioral symptoms.

WAYS TO PREVENT

The cause of dementia is unknown. Many studies have been done, with new ideas of what factors cause dementia. Some common prevention themes include:

- making healthy choices in diet, exercise, and alcohol use; and
- challenging your mind with games, crossword puzzles, and brain teasers.

CAREGIVING TIPS



THINGS TO WATCH FOR:

- sudden increased confusion, increased or worsening behavioral symptoms – these may be signs of delirium (acute state of mental confusion) that must be treated immediately
- depression – many people with dementia become depressed
- pain or discomfort – people with dementia may be unable to tell you about pain or discomfort and these may be reflected in behaviors

THINGS YOU CAN DO TO HELP:

- listen to the client, allow him/her time to reminisce
- slow down and allow more time for activities
- let the client do as much for him/herself as possible
- don't "reality orient" the client – validate his/her feelings
- if the client is experiencing a behavioral symptom, try to figure out what is causing that behavior (e.g. physical problems causing pain)
- take care of yourself – it takes a lot of energy and patience to care for someone with dementia

WHERE TO GET MORE INFORMATION:

The client's doctor

Alzheimer's Association of Washington
12721 30th Avenue NE, Suite 101
Seattle, WA 98125
(206) 363-5500/1-800-848-7097
www.alzwa.org

Depression

WHAT IT IS

Depression is a feeling of sadness that becomes severe, lasting for long periods of time, and keeps a person from living a normal life. Depression is ranked in terms of severity including mild, moderate, or severe.

The causes of depression can include:

- family history of depression;
- chemical imbalance or other physical problems in the brain;
- trauma and stress;
- physical illness; and
- other mental illnesses, like anxiety or schizophrenia.

SIGNS/SYMPTOMS

- constant sad, anxious, or “empty” mood
- crying, tearfulness, or inability to cry
- feelings of hopelessness, guilt, or worthlessness
- loss of interest, pleasure, or withdrawal from hobbies and/or social activities that were once enjoyed
- decreased energy, fatigue
- trouble concentrating, remembering, making decisions
- changes in sleep patterns
- a dramatic change in appetite, resulting in weight gain or weight loss
- thoughts of death or suicide, suicide attempts
- restlessness, irritability
- constant physical symptoms that do not respond to treatment, such as headaches, digestive disorders, and/or chronic pain

TYPES OF TREATMENTS

The degree of the depression influences treatment and can include:

- antidepressant medication;
- psychotherapy or “talk therapy”; and
- alternative therapies such as acupuncture, massage, light therapy, herbal therapies, and megavitamin treatment.

THINGS TO AVOID

- alcohol and other depressants;
- social isolation.

WAYS TO PREVENT

No one thing causes or prevents depression. Ideas that might help someone get through tough times are:

- good coping skills;
- a trusted person to talk to;
- counseling before the depression gets worse;
- healthy life-style habits; and
- volunteering or getting involved in group activities to avoid social isolation.

CAREGIVING TIPS

THINGS TO WATCH FOR:

- client’s talk of suicide and/or death
- increase in symptoms
- medication side-effects



THINGS YOU CAN DO TO HELP:

- break large tasks into smaller ones, and encourage client to do the best he/she can
- help the client to set and reach realistic goals.
- encourage the client to:
 - ♦ stay socially active and involved
 - ♦ be physically active
 - ♦ take prescribed medications and attend therapy
- listen and offer support

WHERE TO GET MORE INFORMATION:

The client’s doctor

National Institute of Mental Health (NIMH),
6001 Executive Boulevard, Suite 8184, MSC 9663
Bethesda, MD 20892-9663
Phone: (301) 443-4513
<http://www.nimh.nih.gov>

Depression and Bipolar Support Alliance (DBSA)
730 North Franklin Street, Suite 501
Chicago, IL 60601-7204
Toll-free: (800) 826-3632
<http://www.dbsalliance.org>

Developmental Disability

WHAT IT IS

Approximately 1.49% of the population, or 89,000 children and adults in Washington, may have a diagnosis of developmental disability that requires services from the state.

The causes and kinds of developmental disabilities vary greatly. Below are some examples.

Mental Retardation

People with mental retardation are individuals who have difficulty learning general knowledge or adapting to the environment.

Down Syndrome, the most common cause of mental retardation, is a condition caused by a chromosomal abnormality where an extra chromosome affects the development of the brain and body.

Other causes of mental retardation include:

- infections such as rubella;
- intoxications during pregnancy such as Fetal Alcohol Syndrome (FAS),
- poor environmental factors in early life; and/or
- brain damage before the age of eighteen.

There is a wide variation in the level of mental retardation and each individual will have different abilities and needs.

Cerebral Palsy

Cerebral Palsy is a general term used to describe a group of chronic disorders that cause difficulty in controlling movement. The disorder appears in the first few years of life, and generally do not worsen over time.

People with cerebral palsy may have limited control over their muscles and limbs. There maybe excessive muscle tightening, stiffness of the body or limbs, shaky muscles, slurred speech, and slow, or uncontrolled movements.

Persons with cerebral palsy have very different kinds of abilities and disabilities (e.g. blindness, deafness, epilepsy, or mental retardation). Many people with cerebral palsy have normal or above average intelligence.

Common Diseases and Conditions

Epilepsy

Epilepsy is a brain disorder involving recurring seizures. Seizures are episodes of disturbed brain function that cause changes in attention and/or behavior. Seizures can be related to:

- injury to the brain (e.g. stroke or head injury);
- an inherited abnormality;
- a temporary condition, such as exposure or withdrawal from certain drugs, or abnormal levels of sodium or glucose in the blood. Repeated seizures may not recur once the underlying problem is corrected.
- no identifiable cause.

The severity of symptoms can vary from simple staring spells to loss of consciousness and violent convulsions.

According to the Epilepsy Foundation of America, in 50% to 80% of cases, seizures can be successfully controlled by appropriate medication and treatment. People with epilepsy have the same range of intelligence as others. Males and females are affected equally.

Autism

Autism is a complex developmental disorder that normally appears in the first 3 years of life, affects the brain's normal development, and results in a wide range of behavior. Autism occurs more often in males than females.

The symptoms may vary from mild to severe and include:

- impaired social interactions (e.g. wanting social isolation, experiencing social awkwardness, inability to participate comfortably in two-way conversations);
- impaired verbal and nonverbal communication (e.g. not speaking at all, unable to interpret body language);
- Restricted and repetitive patterns of behavior (e.g. difficulty learning abstract concepts, generalizing information, and tolerating changes in routines and/or environments).

With appropriate therapy, many of the symptoms of autism can be improved, though most people will have some symptoms throughout their lives.

Developmental Disability

TREATMENT

The primary goal of treatment for any person living with a disability is to develop the person's potential to his/her fullest. Some interventions may include:

- occupational therapy;
- physical therapy;
- speech therapy;
- education to obtain and maintain work;
- life skills training.

CAREGIVING TIPS:

Adults with disabilities want to be treated as independent people. Always offer age appropriate choices, particularly if a person cannot directly express what he/she wants.

The person with disabilities is the best judge of what he/she can or cannot do. Don't make decisions for them about participating in any activity.

WHERE TO GET MORE INFORMATION:

The Washington State Division of Developmental Disabilities' website is an excellent resource for additional information and resources.

<http://www1.dshs.wa.gov/ddd/index.shtml>.

ARC of Washington
2600 Martin Way East, Suite D
Olympia WA 98506
360.357.5596 or toll free at 888.754.8798
www.arcwa.org

Diabetes

WHAT IT IS

The body uses a hormone called insulin to transport sugar (glucose) into the body's cells for energy. If there is very little or no insulin, (Type 1 Diabetes) or the body no longer responds to insulin correctly (Type 2 Diabetes), cells don't get needed energy and the glucose builds up in the bloodstream unused.

Type 1 Diabetes is usually diagnosed in childhood. The body makes little or no insulin and daily injections of insulin are required.

Type 2 Diabetes is much more common and occurs when the body does not produce enough insulin to keep blood glucose levels normal and/or the body does not respond well to the insulin.

Type 2 Diabetes usually occurs in adulthood and is on the rise due to the increasing number of older Americans, obesity, and lack of exercise.

SIGNS/SYMPTOMS

Type 1 Diabetes

- increased thirst
- frequent urination
- weight loss in spite of increased appetite
- fatigue
- nausea/vomiting

Type 2 Diabetes

- increased thirst
- frequent urination
- increased appetite
- fatigue
- blurred vision
- slow-healing infections

Because Type 2 Diabetes develops slowly, some people with high blood sugar experience no symptoms at all.

When caring for a person with diabetes, it is important to notice the symptoms of high and low blood sugar, as well as skin concerns. When diabetes is not managed, life-threatening conditions can happen.

Signs and symptoms of low blood sugar:

- weakness, shaking
- drowsiness
- headache
- confusion
- dizziness
- double vision
- fast heartbeat
- convulsions or unconsciousness

Signs and symptoms of high blood sugar:

- increased thirst and urination
- nausea
- deep and rapid breathing
- hunger
- drowsiness
- loss of consciousness

TYPES OF TREATMENTS

There is no cure for diabetes. The short-term goal is to stabilize blood sugar. The long-term goals of treatment are to relieve symptoms and prevent long-term complications such as heart disease and kidney failure. Some treatments may include:

- diet
The goal for a client with diabetes is to maintain a healthy diet and control his/her blood sugar levels. There are many different types of diets recommended for diabetes. People with Diabetes should get input from their doctor about what types of foods to eat and what types to avoid. A dietician can also help in planning diets. Normally, a dietitian can design a program specific to the client's medical needs and personal food preferences.

A client with diabetes will be encouraged to:

- eat a well balanced diet;
- avoid or limit saturated fats;
- take an active role in understanding the basics of good nutrition and its impact on blood sugar;
- control his/her weight;
- exercise;

Diabetes (continued)

- eat meals at regular times;
 - have a plan in place for what to do when his/her blood sugar gets too low or too high;
 - limit alcohol;
 - limit processed foods;
 - control the intake of carbohydrates.
-
- medication - people with Type 1 Diabetes take insulin by injection each day, sometimes many times per day. People with Type 2 Diabetes typically take oral medications each day to increase the production of insulin or the body's sensitivity to insulin.
 - exercise - helps with blood sugar control, weight loss, and high blood pressure. People with diabetes should check with their doctor before starting any exercise program.

WAYS TO PREVENT

- Type 1 Diabetes is thought to be hereditary, and may not be preventable.
- People with Type 2 Diabetes are typically overweight and may not be physically active. Prevention can include:
 - ◆ promoting a healthy low-sugar, low-fat diet with fresh fruits, vegetables, and whole grains; and
 - ◆ a regular exercise routine.

The American Diabetes Association recommends that all adults be screened for diabetes at least every three years. A person at high risk should be screened more often.

CAREGIVING TIPS



THINGS TO WATCH FOR:

- signs/symptoms of low or high blood sugar
- skin condition, especially the legs and feet

THINGS YOU CAN DO TO HELP:

- encourage healthy meal choices and regular eating
- encourage the client to monitor his/her blood sugar regularly, if advised by physician
- know the client's plan for what to do when blood sugar gets too low or high
- encourage client to take all medications
- assist the client to inspect his/her feet daily
- encourage the client to avoid clothing that restricts circulation, like tight elastic stockings and socks
- encourage the client to wear shoes that fit well, and check for small rocks or other items in the shoes
- encourage the client to wear a Medic Alert Diabetes bracelet or necklace

THINGS TO AVOID

- smoking - causes decreased blood circulation, especially to the feet
- alcohol - high in sugar, and doesn't have any other nutrients - "empty calories" that cause high blood sugar
- junk food - high in sugar, sodium, and fat

WHERE TO GET MORE INFORMATION:

The client's physician

American Diabetes Association
ATTN: National Call Center
1701 North Beauregard Street
Alexandria, VA 22311
(800) 342-2383
www.diabetes.org

The National Diabetes Information Clearinghouse
One Information Way
Bethesda, MD 20892-3560
(800) 860-8747
<http://diabetes.niddk.nih.gov>

Glaucoma

WHAT IT IS

Glaucoma is a group of diseases where fluid in the eye builds up, damages the eye's optic nerve, and results in vision loss and blindness. There are many different kinds of glaucoma.

SIGNS/SYMPTOMS

Most people with chronic glaucoma do not have any symptoms until vision is lost.

Acute closed-angle glaucoma comes on quickly, and some symptoms include:

- eye pain;
- headaches;
- haloes around lights;
- dilated pupils;
- vision loss;
- red eyes; and
- nausea and vomiting.

TYPES OF TREATMENTS

- Medications – usually eye drops, these medications either decrease the amount of fluid in the eye or help the eye to drain fluid.
- Surgery – may create areas for eye fluid to drain, or reopen areas for drainage.
- Alternative therapies, used in combination with other treatments, including:
 - ♦ well-balanced diet with vitamins and minerals;
 - ♦ regular exercise; and
 - ♦ relaxation techniques.

THINGS TO AVOID

- certain medications such as cold and allergy medications
- caffeine

WAYS TO PREVENT

- get regular eye exams
- if you have diabetes or high blood pressure, manage them well

CAREGIVING TIPS

THINGS TO WATCH FOR:

- sudden loss of vision
- eye pain
- severe headaches



THINGS YOU CAN DO TO HELP:

- encourage the client to take medications as ordered
- provide a safe environment to prevent falls
- assist the client to obtain large-print books and activities, books on tape, etc.

WHERE TO GET MORE INFORMATION:

The client's doctor

National Eye Institute
National Institutes of Health
2020 Vision Place
Bethesda, MD 20892-3655
301-496-5248
www.nei.nih.gov

Heart Attack (Myocardial Infarction, or MI)

WHAT IT IS

A heart attack happens when the blood supply to part of the heart muscle is severely reduced or stopped by one or more of the coronary arteries being blocked.

SIGNS/SYMPTOMS

Symptoms of a heart attack may be different for every person. Many people experience “silent” heart attacks, meaning that their symptoms do not include pain in the chest, and are therefore ignored. Common symptoms may include:

- uncomfortable pressure, squeezing, fullness, or pain in the chest;
- pain or discomfort in one or both arms, back, neck, jaw, or stomach;
- shortness of breath;
- feeling of indigestion;
- nausea or dizziness;
- cold sweat;
- feeling light-headed;
- paleness of skin;
- feeling weak or overly tired; and
- unexplained anxiety.

Women have a tendency to have atypical chest pain or to complain of abdominal pain, difficulty breathing, nausea, and unexplained fatigue.

TYPES OF TREATMENTS

During or right after a heart attack, the emergency room staff may give the client medications to break up the blockage, decrease the pain, and get blood flowing to the heart again. The client may undergo surgery to improve blood flow to the heart.

Treatments after the heart attack often focus on prevention of another heart attack, and include:

- medications - depending on the client’s condition, medications may be used to prevent future blood blockages to the heart, increase blood flow, lower blood pressure and/or cholesterol.
- life-style changes, including:
 - ♦ healthy diet – low salt and fat, high in fruits, vegetables and grains;
 - ♦ increase exercise;

- ♦ lose weight, if needed; and
- ♦ decrease and/or better manage stress.

WAYS TO PREVENT

- avoid smoking
- exercise regularly, maintain a healthy weight
- eat healthy foods, low in salt and fat and plenty of fruits and vegetables
- manage stress
- maintain good blood pressure, blood sugars, and cholesterol levels

CAREGIVING TIPS

These tips are intended for the client who has already had a heart attack.

THINGS TO WATCH FOR:

- find out what kinds of symptoms the client had during his/her last heart attack, and watch for these symptoms. Call 911 immediately if you observe, or the client reports, these or other heart attack symptoms.
- watch that the client does not overexert him/herself. Emotional stress or physical labor can trigger a heart attack.

THINGS YOU CAN DO TO HELP:

- encourage the client to take prescribed medications as ordered
- encourage the client to make and keep doctor appointments
- remind the client to rest and pace him/herself to avoid exhaustion
- get training in CPR

WHERE TO GET MORE INFORMATION:

The client’s doctor

National Women’s Health Information Center (NWHIC)
(800) 994-9662
<http://www.4woman.gov/faq/h-attack.htm>

American Heart Association
Phone Number(s): (800) 793-2665
<http://www.americanheart.org/>

Hepatitis A, B, C, D and E

WHAT IT IS

Hepatitis is a liver disease caused by the hepatitis virus. Hepatitis is classified by letters, depending on the cause and symptoms of the disease. In the United States, most cases of hepatitis include Hepatitis A, B, and C. Hepatitis D and E are less common.

Hepatitis A is an inflammation of the liver caused by the Hepatitis A virus. Hepatitis A is usually spread from person to person by eating or drinking something contaminated with the Hepatitis A virus. Casual contact does not spread the virus. Hepatitis A usually lasts for a short time.

Hepatitis B and C

Hepatitis B and C are passed by contact with the blood (fresh or dried) or other body fluids of someone who has the Hepatitis B or C virus.

Most people who become infected with Hepatitis B get rid of the virus within 6 months. 10% of people infected with Hepatitis B develop a chronic, life-long infection. Chronic Hepatitis B increases your chance of permanent liver damage, including cirrhosis (scarring of the liver) and liver cancer.

Many people who are infected with hepatitis C do not have symptoms. Hepatitis C is often detected during blood tests for a routine physical or other medical procedure. If the infection has been present for many years, the liver may be permanently scarred.

Hepatitis D

Hepatitis D is passed by contact with blood (dried or fresh) or other body fluids but only occurs if the person also has hepatitis B. Hepatitis D may increase the severity of symptoms associated with all forms of hepatitis B.

Hepatitis E

Hepatitis E is passed through contaminated food or water and is more common in developing countries.

SIGNS/SYMPTOMS

Many people do not show symptoms. For those people who do, symptoms include:

- yellow eyes;
- dark urine;
- nausea/vomiting;
- fever;
- tiredness;
- loss of appetite;
- stomachache; and
- muscle or joint pain.

TYPES OF TREATMENTS

There is no medical treatment for Hepatitis A. Discomfort can be relieved by rest and proper nutrition.

Medications are prescribed for people who have chronic hepatitis B or C.

Treatment is the same for hepatitis D as with hepatitis B.

There is no treatment for hepatitis E. Hepatitis E usually resolves on its own over several weeks to months.

THINGS TO AVOID

- alcohol and substances that can be toxic to the liver, like acetaminophen (Tylenol)

WAYS TO PREVENT

- vaccinations (hepatitis A and B only)
- Immune Globulin (IG), if used shortly after exposure, can prevent hepatitis from developing
- avoid unclean food and water
- wash hands often
- clean contaminated surfaces with bleach water or other disinfectant
- practice safe sex
- don't share needles or personal care items (e.g. razors or toothbrushes)
- avoid tap water when traveling internationally and practicing good hygiene and sanitation

Hepatitis A, B, C, D and E

CAREGIVING TIPS

THINGS TO WATCH FOR:

- darker urine color and pale bowel movements
– these are late signs of hepatitis.

THINGS YOU CAN DO TO HELP:

- use proper infection control techniques –
including washing your hands and keeping the
areas cleaned and disinfected

WHERE TO GET MORE INFORMATION:

Client's doctor

Hepatitis Foundation International
(800) 891-0707
www.hepfi.org

High blood pressure (Hypertension or “HTN”)

WHAT IT IS

Blood pressure is the force in the arteries when the heart beats (systolic pressure or top number) and when the heart is at rest (diastolic pressure or bottom number). High blood pressure is defined in an adult as a blood pressure at or above 140 systolic pressure, or at or above 90 diastolic pressure (140/90).

SIGNS/SYMPTOMS

Most people with high blood pressure experience no symptoms at all and find out about it while visiting the doctor and having their blood pressure taken. For those people who do have symptoms, they may include:

- headache;
- blurred vision;
- dizziness; and
- ringing in ears.

TYPES OF TREATMENTS

- a healthy life-style - by making healthy choices in diet, exercise and alcohol use, a person can sometimes manage high blood pressure without other treatment
- medications
- alternative therapies – herbal remedies, acupuncture, meditation, and other alternative therapies may be used alone or in combination with other treatments

THINGS TO AVOID

- high-fat, high-salt foods
- smoking
- excessive use of alcohol
- stress
- mixing OTC and/or herbal medicines with medications ordered by the doctor - talk with the doctor before taking these medications

WAYS TO PREVENT

- make healthy choices in diet, exercise, and alcohol usage
- avoid smoking
- decrease stress

CAREGIVING TIPS



THINGS TO WATCH FOR:

- complaints of headache, dizziness, or blurred vision

THINGS YOU CAN DO TO HELP:

- encourage client to take medications as ordered
- encourage the client to make and keep doctor appointments
- encourage the client to make healthy food choices (low salt, low saturated fats)
- encourage and assist the client to do relaxing activities
- encourage client to exercise, if able

WHERE TO GET MORE INFORMATION:

The client's doctor

High Blood Pressure Organization
PO Box 4965
Baltimore, MD 21220
www.high-blood-pressure.org

National Heart, Lung, & Blood Institute
NHLBI Health Information Center
PO Box 30105
Bethesda, MD 20824-0105
(301) 592-8573
www.nhlbi.nih.gov

Multiple Sclerosis

WHAT IT IS

Multiple Sclerosis (MS) is a chronic, unpredictable, and progressive disease of the central nervous system that attacks and destroys tissues in the brain and spinal cord. There are several forms of MS, but all forms affect nerve function, resulting in problems from mild numbness and difficulty walking to paralysis and blindness.

SIGNS/SYMPTOMS

Some people may have symptoms for a short period of time (relapse), and then may be symptom-free for a long time (remission). Other people may experience symptoms regularly and the symptoms may get worse. Some common symptoms include:

- fatigue;
- visual problems;
- numbness;
- dizziness;
- bladder and/or bowel dysfunction;
- leg stiffness and/or difficulty walking;
- weakness;
- tremors;
- slurred speech;
- swallowing problems;
- chronic, aching pain;
- mild cognitive changes; and
- depression.

Symptoms get worse as the client gets tired (often in the late afternoon) or stressed. Symptoms also tend to get worse as the client's body temperature rises.

TYPES OF TREATMENTS

- Medications have been shown to reduce the number and severity of relapses, development of new areas of inflammation, and delay short-term disease progression. Medications are also used to treat symptoms (e.g. pain).
- Physical therapy can help the client maintain strength and muscle tone.

- Speech therapy can help with slurred speech and swallowing difficulties.
- Occupational therapy can help with changes in the client's environment to adapt to physical changes of the disease.
- Counseling and group therapy can assist in the emotional aspects of the disease.
- Life-style changes including adequate combinations of exercise and rest, along with a nutritious diet.
- High-dose, short-term steroid treatments are used to reduce the severity and length of a relapse and to minimize the possibility of permanent damage.
- Some clients use alternative therapies in combination with other treatments including vitamin and mineral supplements, relaxation techniques, acupuncture, and massage.

THINGS TO AVOID

- hot tubs, saunas, or other environments that can cause the client's temperature to increase

WAYS TO PREVENT

There is no known prevention for MS.

Multiple Sclerosis

CAREGIVING TIPS

THINGS TO WATCH FOR:

- fever – even a minor infection can cause symptoms to appear
- symptoms of depression
- difficulty swallowing



THINGS YOU CAN DO TO HELP:

- be flexible. MS is sometimes unpredictable – a client may be unable to do a task he/she could do yesterday, or may regain the ability to do a task he/she needed help with before.
- encourage the client to exercise regularly, and get enough rest.
- encourage the client to eat nutritious foods that are high in fiber. A healthy diet will help to keep the immune system strong, while the fiber will help to prevent constipation, which is common in people with MS.
- ensure the client's home/apartment doesn't get too warm. Use an air conditioner or other cooling methods to keep the client from getting overheated.

WHERE TO GET MORE INFORMATION:

The client's doctor

Multiple Sclerosis Association of America
National Headquarters
706 Haddonfield Road
Cherry Hill, New Jersey
1-800-LEARN-MS
www.msaa.com

Osteoporosis

WHAT IT IS

Osteoporosis is a disease in which bones become fragile and more likely to break. This occurs more often in women than men, and most often the hip, spine, and wrist are affected (although any bone can break). Most women with osteoporosis are past menopause but bone loss may have begun earlier.

SIGNS/SYMPTOMS

Often there are no symptoms – bone loss occurs slowly over time. The first symptom may be a broken bone that occurs from a minor injury, like bumping into something. Other symptoms may include:

- pain (especially in the lower back, neck, and hip),
- decreased height,
- “stooped” posture.

TYPES OF TREATMENTS

- Exercise - weight bearing, like walking, jogging, dancing, or resistance training, including weight lifting
- Vitamin and mineral supplement (e.g. calcium and magnesium and vitamin D)
- Nutrition - healthy diet with calcium
- Medications - to reduce bone loss or pain, or to increase bone density or bone mass

THINGS TO AVOID

- medications that cause fatigue (these can increase falls and fractures)
- smoking and excessive use of alcohol

WAYS TO PREVENT

- take daily calcium and get enough vitamin D (sunlight)
- eat a healthy diet rich in calcium (dairy products, green leafy vegetables, bony fish, baked beans, and dried fruit)

- exercise daily, especially weight-bearing and resistance training exercises (e.g. walking, dancing, jogging, lifting weights)
- ask your doctor about a bone density test to determine your current risk

CAREGIVING TIPS

THINGS TO WATCH FOR:

- home safety – make sure there are no hazards that could cause a fall
- pain

THINGS YOU CAN DO TO HELP:

- assist the client to walk, if needed
- encourage client to wear shoes that fit well
- encourage the client to exercise regularly
- encourage the client to make healthy food choices that include calcium

WHERE TO GET MORE INFORMATION:

The client’s doctor

National Osteoporosis Foundation
1232 22nd St. NW
Washington D.C. 20037-1292
202-223-2226
<http://www.nof.org/>

Parkinson's Disease

WHAT IT IS

Parkinson's disease is a disorder of the brain characterized by shaking (tremor) and difficulty with walking, movement, and coordination.

SIGNS/SYMPTOMS

- muscle stiffness
- difficulty bending arms and legs
- loss of balance
- "shuffling" walk
- slow movements
- difficulty starting to move
- muscle aches and pains
- difficulty swallowing
- drooling
- shaking, or tremors, including:
 - ♦ during activity (but is more noticeable at rest);
 - ♦ may become severe enough to get in the way of activities;
 - ♦ may get worse when tired or stressed.
- reduced ability to show facial expressions, including:
 - ♦ "masked" face;
 - ♦ staring;
 - ♦ inability to close mouth; and
 - ♦ decreased eye blinking.
- slow, monotone voice
- loss of fine motor skills, including:
 - ♦ handwriting becomes difficult, messy;
 - ♦ eating may be difficult, slow;
 - ♦ frequent falls.
- constipation
- dementia in advanced Parkinson's disease
- depression

TYPES OF TREATMENTS

Parkinson's disease cannot be cured. Treatment is focused on decreasing the symptoms, and can include:

- medications, used to:
 - ♦ increase dopamine in the brain, improving movement and balance;
 - ♦ reduce tremors;
 - ♦ reduce pain; and
 - ♦ treat depression.

- support groups.
- nutrition and exercise - because swallowing becomes difficult, and constipation is common, eating may not be enjoyable. See Module 8 page 146 for information on dysphagia. Exercise, along with frequent rest breaks, loosens muscles and helps to maintain independence.
- therapy - physical, occupational, and speech therapies can assist the client to maximize his/her abilities and adapt daily routines to enhance independence.

THINGS TO AVOID

- stress
- over-medicating

WAYS TO PREVENT

Since it is unclear what causes Parkinson's disease, there are no current prevention methods.

CAREGIVING TIPS

THINGS TO WATCH FOR:

- side effects to medications
- difficulty swallowing
- confusion



THINGS YOU CAN DO TO HELP:

- assist the client to walk, or supervise and encourage using needed assistive devices (e.g. a walker or cane)
- allow the client time to respond, and be patient with activities of daily living
- encourage the client to avoid stress, and perform your caregiving in a stress-free way
- encourage frequent rest breaks
- allow plenty of time for eating, and try to make dining enjoyable and relaxing

WHERE TO GET MORE INFORMATION:

American Parkinson's Disease Association
10850 Wilshire Blvd., Suite 730
Los Angeles, CA 90024-4319
Phone: 1-800-908-2732
website: <http://www.parkinsonsapda.org>

Pneumonia

WHAT IT IS

Pneumonia is an infection of the lungs. Most cases of pneumonia are caused by bacteria, but sometimes a virus can cause it.

Aspiration pneumonia happens when a person inhales contents of the stomach into the lungs (this sometimes happens when a person has a hard time swallowing).

People at a higher risk of getting pneumonia include those with chronic illnesses like diabetes, heart disease, or COPD, taking steroid medications, and/or whose immune system no longer works well (e.g. people receiving chemotherapy or with HIV/AIDS).

SIGNS/SYMPTOMS

- fever
- chills
- bluish colored lips and nails
- cough with mucus (pneumonia caused by a virus may have a dry cough without mucus)
- shortness of breath
- chest pain
- fast breathing and heartbeat
- decreased appetite
- fatigue
- in older clients, fatigue and confusion may be the only symptoms

TYPES OF TREATMENTS

The treatment depends on what caused the pneumonia and how severe it is. Some treatments include:

- medications to treat infection or to treat symptoms (like fever and pain);
- rest;
- increased fluids;
- oxygen;
- coughing and breathing deeply (this will help to clear mucus from the lungs, and keep the chest muscles strong); and
- hospital care.

THINGS TO AVOID

- smoking
- alcohol

WAYS TO PREVENT

- get a Pneumococcal vaccination and a yearly flu shot
- don't smoke
- make healthy choices in diet, exercise, and alcohol usage

CAREGIVING TIPS

THINGS TO WATCH FOR:

- symptoms that don't get better with treatment



THINGS YOU CAN DO TO HELP:

- encourage client to take all medications as ordered by doctor.
- help the client sit up and move around (this will help loosen up the mucus and get oxygen into the lungs and blood)
- wash your hands and use other infection control practices to prevent the spread of infection
- encourage the client to drink fluids and eat nutritious meals

WHERE TO GET MORE INFORMATION:

The client's doctor

American Lung Association
1740 Broadway
New York, NY 10019-4374
1-800-LUNG-USA
www.lungusa.org

Schizophrenia

WHAT IT IS

Schizophrenia is a chronic brain disorder that interferes with a person's ability to think clearly, distinguish reality from fantasy, manage emotions, make decisions, and relate to others.

SIGNS/SYMPTOMS

- hallucinations – hearing voices or seeing things that are not there
- delusions – beliefs that are false (e.g. believing he/she is God, believing someone can read his/her mind)
- confused thinking and speech
- difficulty having a conversation
- lack of pleasure or interest in life
- decreased attention and motivation to do anything
- mood swings

TYPES OF TREATMENTS

- medication - to balance brain chemicals, ultimately controlling or minimizing symptoms
- individual and group therapy
- hospitalization - when symptoms get out of control and medications need to be reevaluated and adjusted

THINGS TO AVOID

- OTC medications and herbs should be taken only under the direction of a doctor
- street drugs

WAYS TO PREVENT

No one knows what exactly causes schizophrenia. Since there is no known cause, prevention methods are unclear.

CAREGIVING TIPS



THINGS TO WATCH FOR:

- signs that the illness is not being well controlled
- behavior that could cause harm to the client or to someone else

THINGS YOU CAN DO TO HELP:

- encourage and assist client to eat a healthy diet.
- encourage the client to take medications as ordered. If the client does not feel the need to take medications, remind him/her of the benefits of taking the medications, and the risks if he/she chooses not to take them.
- When a client experiences behavioral symptoms, hallucinations and/or delusions, what is happening is very real to him/her. Be sure to stay calm, tell the person that you are trying to understand how he/she is feeling, and that you are trying to keep him/her safe.
- maintain consistent routines.

WHERE TO GET MORE INFORMATION:

The client's doctor

National Alliance for the Mentally Ill
Colonial Place Three
2107 Wilson Boulevard, Suite 300
Arlington, VA 22201-3042
National Helpline: 1-800-950-NAMI
www.nami.org

Stroke, Cerebrovascular Accident (CVA), or Brain Attack

WHAT IT IS

A stroke occurs when a blood vessel that supplies blood to the brain bursts or is blocked by a clot. Within minutes, the nerve cells in that area of the brain become damaged and die. The part of the body controlled by the damaged section of the brain no longer functions normally.

A transient ischemic attack (TIA) is a mini-stroke that has similar symptoms of a stroke, but TIA symptoms usually go away within 10 to 20 minutes (they may last up to 24 hours).

TIAs are warning signs of another stroke, so the client needs to see a doctor immediately if this occurs.

SIGNS/SYMPTOMS

Symptoms begin suddenly and may include:

- numbness, or weakness of the face, arm, or leg, especially on one side of the body;
- trouble seeing in one or both eyes, such as dimness, blurring, double vision, or loss of vision;
- confusion, trouble speaking or understanding;
- trouble walking, dizziness, loss of balance or coordination;
- severe headache; and
- memory loss.

A person having these signs/symptoms should seek treatment immediately.

TYPES OF TREATMENTS

After medical treatment in a hospital and/or a rehabilitation center, treatment at home focuses on regaining normal functioning and preventing more strokes. Treatments include:

- physical strengthening, speech and/or occupational therapy.
- preventing future strokes through decreasing risk factors is important.

Since many people who have strokes also have other chronic illnesses (e.g diabetes, high blood pressure, high cholesterol, and heart conditions), the focus is on improving those conditions. Medications to treat other chronic illnesses may be prescribed.

- medications to thin the blood may also be prescribed, if the stroke was caused by a blood clot.

THINGS TO AVOID

- excessive amounts of alcohol – high alcohol intake may lead to high blood pressure
- high-fat, high-salt diet – foods high in fat and salt increase blood pressure and may clog arteries
- smoking and caffeine— they can stress the body and may raise blood pressure

WAYS TO PREVENT

There are many ways to decrease the likelihood of a stroke, including:

- avoid smoking;
- eat a healthy, low-fat, low-salt diet, with fresh fruits and vegetables, and whole grains;
- exercise regularly;
- take medication as directed;
- get blood pressure checked regularly, and see the doctor if it's too high;
- maintain a healthy weight; and
- decrease stress.

Stroke, Cerebrovascular Accident (CVA), or Brain Attack

CAREGIVING TIPS

THINGS TO WATCH FOR:

- TIAs.



THINGS YOU CAN DO TO HELP:

Much of how the caregiver can assist and support the client will depend upon what functions the stroke affected.

With one-sided weakness:

- use words like “right” or “left” side, not “good” or “bad” side;
- assist a client with walking or transferring by supporting the weaker side;
- assist with dressing by dressing the weaker side first and undressing the stronger side first;
- use adaptive equipment and clothing as appropriate;
- allow plenty of time for any activity;
- make sure that the home is free of tripping hazards.

With speech or language difficulty:

- keep your questions and directions simple and one at a time;
- try to ask “yes” and “no” questions;
- use a picture board, if appropriate;
- give the client a pencil and paper if he/she is able to write.

With swallowing difficulty:

- See information on Dysphagia on pages 146-147 and 272-273.

Provide emotional support:

- a stroke can be devastating to the client and may cause frustration, anger, and depression. Learning to do things over again that he/she has always been able to do is a difficult and slow process.
- be supportive and positive whenever the client makes progress.
- encourage the client to keep therapy appointments and do his/her exercises.

WHERE TO GET MORE INFORMATION:

The client’s doctor

American Stroke Association
National Center
7272 Greenville Avenue
Dallas TX 75231
1-888-4-STROKE

National Stroke Association
9707 E. Easter Lane
Englewood, Co. 80112
Toll Free: 1-800-STROKES

Traumatic Brain Injury (TBI)

WHAT IT IS

TBI is a permanent brain injury caused by trauma to the head. A closed head injury (CHI) is caused when the head sustains a blunt force when it is struck against an object (e.g. when a car accident, fall, or sports injury, forces the brain to be whipped back and forth, bouncing off the inside of the skull). Skull fractures or a concussion are a common result of CHI.

An open head injury (OHI) is when an object breaks through the skull and enters the brain (e.g. gunshot wound, a work related injury, or surgery).

Other causes of injury to the brain include cardiac arrest, stroke, aneurysm, infection, tumors, and near drowning. These illnesses and trauma can cause loss of oxygen to the brain and may result in injury to the brain.

SIGNS/SYMPTOMS

Ongoing symptoms of TBI include:

Motor problems - weakness or paralysis, poor balance and coordination, decreased endurance, loss of ability to control motor movement, or abnormal muscle tone and stiffness.

Perceptual problems – an increase, decrease, or complete loss in the sensations related to hearing, vision, taste, smell, touch, and perceiving location of body parts.

Speech and language problems - difficulty in understanding what is said or difficulty in expressing thought, recalling names or pronouncing words.

Cognitive problems - disorientation, short attention span, memory loss, disorganization, poor judgment, impaired problem-solving skills, inflexibility, and loss of abstract reasoning.

Memory - short-term or long-term, problems storing or retrieving information.

Emotional and personality changes - emotional instability, low frustration tolerance, socially inappropriate behavior, anxiety, anger, depression, and/or loss of self-esteem.

Physical changes - loss of body temperature control, swallowing, changes in bowel and bladder function, changes in sleep pattern, low endurance level for both physical and mental activities, easily fatigued requiring frequent rest periods.

Seizures - may occur immediately following the brain injury or develop several months or years later.

TYPES OF TREATMENT:

TBI may cause physical, intellectual, emotional, social, and vocational difficulties for the injured person. These problems may affect both the present and future life and personality of the survivor of a head injury. Since TBI cannot be cured, treatment is focused on rehabilitation and support services. Some treatment options include:

- therapy (occupational, physical, speech/language, recreational);
- personal care assistance;
- home modifications; and
- family support services.

WAYS TO PREVENT:

Reduce the risk of falling by:

- engaging in regular balance, strength, and coordination exercises;
- maintaining a clutter-free home;
- ensuring medications are not causing dizziness or interfering with balance;
- getting regular vision checks; and
- avoiding excess alcohol intake.

Traumatic Brain Injury (TBI)

CAREGIVING TIPS:



THINGS TO WATCH FOR:

- complaints of a headache or blurred vision
- symptoms of depression
- anger and/or frustration
- dizziness, loss of balance
- nausea/vomiting

THINGS YOU CAN DO TO HELP:

- encourage the client to do skills independently if able
- make use of assistive devices or memory aids (e.g. setting a timer to remember tasks or creating a daily planner)
- assist the client in starting and/or completing tasks as needed

WHERE TO GET MORE INFORMATION:

The client's doctor

Brain Injury Association of America
1-800-444-6443
www.biausa.org

National Association of State Head Injury
Administrators
301-656-3500
www.nashia.org

Tuberculosis (TB)

WHAT IT IS

TB is an airborne infection caused by Mycobacterium Tuberculosis bacteria. TB usually affects the lungs, but it can attack any organ in the body.

SIGNS/SYMPTOMS

Many people with TB never develop the active disease. The elderly and/or individuals with weakened immune systems are at higher risk for progression to disease or reactivation of dormant disease.

If active TB does develop, it can occur two to three months after infection, or years later. Usually there are no symptoms of active TB until the disease has progressed. Symptoms of active disease include:

- fever
- fatigue
- weight loss
- persistent cough
- night sweats
- weakness
- blood in sputum

TYPES OF TREATMENTS

People with TB take two to four different antibiotics for a long time (usually six months or more). Therapy to cure TB may be different for people who have the active disease versus those who are infected with TB but don't have symptoms.

People with active TB may be placed in a special isolation room during the beginning part of treatment, to make sure the infection is not spread to others.

If the person does not take the antibiotics routinely, or the antibiotics are not absorbed well by the body, the TB may become drug resistant. This means that different medications need to be used, for a longer time. Surgery may be needed to remove areas of lung where germs cannot be reached by antibiotics.

THINGS TO AVOID

Avoid alcohol when taking antibiotics.

WAYS TO PREVENT

The best prevention of transmission to others is early detection. Skin testing can be given to determine exposure. A positive test indicates prior TB exposure and preventive therapy should be discussed with your doctor.

A person with active TB should also prevent the spread of droplets by covering his/her nose and mouth when coughing or sneezing and properly disposing of tissues contaminated by mucous materials.

Good ventilation is important - especially in places where people at risk are gathered.

CAREGIVING TIPS:

THINGS TO WATCH FOR:

- increased coughing
- blood in sputum
- fatigue and weight loss

THINGS YOU CAN DO TO HELP:

- encourage client to take all medications as ordered

WHERE TO GET MORE INFORMATION:

The Client's doctor.

www.tuberculosis.net

American Lung Association
61 Broadway, 6th Floor
New York, NY 10006
1-800-LUNGUSA
www.lungusa.org



Hand Washing—Mandatory

- ☐ Make sure supplies are within easy reach so that no contaminated surface is touched throughout the task.
- ☐ Turn on warm water at sink.
- ☐ Wet hands and wrists thoroughly.
- ☐ Apply skin cleanser or soap to hands.
- ☐ Lather all surfaces of fingers and hands, including above the wrists, producing friction, for at least 20 seconds, keep fingers pointing down.
- ☐ Thoroughly rinse all surfaces of hands and wrists without contaminating hands.
- ☐ Use clean, dry paper towel to dry all surfaces of hands, wrists, and fingers without contaminating hands.
- ☐ Use clean, dry paper towel or clean, dry area of paper towel to turn off faucet without contaminating hands.
- ☐ Dispose of used paper towel(s) in wastebasket immediately after shutting off faucet.

Notes:

Putting On & Taking Off Gloves—Mandatory

Putting On Gloves

- ☐ S.W.I.P.E.S.
- ☐ Wash hands before contact with gloves.
- ☐ Check each glove for holes or other deterioration before using.
- ☐ Grasp glove at cuff and pull onto other hand.
- ☐ Grasp other glove at cuff and pull onto other hand.
- ☐ Check to make sure glove is snugly fit over each finger.

Taking Off Gloves

- ☐ With one gloved hand, grasp the other glove just below the cuff.
- ☐ Pull glove down over hand so it is inside out.
- ☐ Keep holding removed glove with gloved hand and crumple it into a ball.
- ☐ With two fingers or bare hand, reach under the cuff of the second glove.
- ☐ Pull the glove down inside out so it covers the first glove.
- ☐ Throw gloves away.
- ☐ Wash hands.

Notes:

Helping a Client Walk

- ☐ S.W.I.P.E.S.
- ☐ Assist client to put on and properly fasten non-skid footwear.
- ☐ Stand in front of and face client.
- ☐ Brace the client's lower extremities.
- ☐ *With transfer (gait) belt:*
 - Place belt around client's waist and grasp the belt while assisting the client to stand.
 - Walk slightly behind and to one side (weaker side, if any) of client for the full distance, while holding onto the belt.
- ☐ *Without transfer belt:*
 - Place arm around client's torso, under client's armpits, while assisting client to stand.
 - Walk slightly behind and to one side (weaker side, if any) of client, for the full distance with arm supporting client's back.
- ☐ Assist client to where he/she is going and remove transfer belt, if used.
- ☐ Wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

Transfer Client From Bed To Chair/Wheelchair - Mandatory

- ☐ S.W.I.P.E.S.
- ☐ Position chair/wheelchair close to bed with the arm of the wheelchair almost touching the bed.
- ☐ Fold up or remove footrests.
- ☐ Lock wheels on wheelchair.
- ☐ Assist client to roll toward side of bed.
- ☐ Supporting the client's back and hips, assist client to a sitting position with feet flat on the floor.
- ☐ Assist client to put on non-skid footwear.
- ☐ Put on transfer belt, if necessary.
- ☐ *With transfer (gait) belt:*
 - Stand in front of client.
 - Grasp belt.
- Without transfer belt:*
 - Stand in front of client.
 - Place arms around client's torso under client's arms.
- ☐ Brace client's lower extremities with your knees to prevent slipping.
- ☐ Alert client you will begin transfer on the count of three.
- ☐ On signal, assist client to stand.
- ☐ Assist client to pivot to front of wheelchair with back of client's legs against wheelchair.
- ☐ Flex your knees and lower client into wheelchair.
- ☐ Have client hold onto armrests for support.
- ☐ Reposition client with hips touching the back of the wheelchair and good body alignment. Remove transfer belt, if used.
- ☐ Position client's feet on footrests
- ☐ Wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
 Speaks slowly, clearly and respectfully.
 Engages client and listens attentively.
 Observes client for changes.
 Supports client's choice and independence.
 Respects client's need for privacy.

Turn and Reposition a Client in Bed

- ☐ S.W.I.P.E.S.
 - ☐ Bend client's knees.
 - ☐ Before turning client, move client's body towards self.
 - ☐ Place your hands on the client's hip and shoulder and gently roll the client over on his/her side away from you.
 - ☐ Position client in proper body alignment:
 - head supported by pillow
 - shoulder adjusted so client is not lying on arm and top arm is supported
 - back supported by supportive device
 - top knee flexed, top leg supported by supportive device with hip in proper alignment
 - ☐ Cover client with top sheet.
 - ☐ Remove gloves (if used) and wash hands.
-

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

Mouth Care

- ☐ S.W.I.P.E.S.
- ☐ Ensure client is in an up-right sitting position.
- ☐ Put on gloves.
- ☐ Place towel across client's chest before providing mouth care.
- ☐ Moisten toothbrush or toothette and apply toothpaste
- ☐ Apply toothpaste to toothbrush or toothette.
- ☐ Clean entire mouth (including tongue and all surfaces of teeth), with brush or toothette, using gentle motions.
- ☐ Assist client to rinse his/her mouth.
- ☐ Hold basin to client's chin.
- ☐ Wipe client's lips and face, and remove towel.
- ☐ Dispose of soiled linen in soiled linen container.
- ☐ Clean and return toothbrush, toothpaste, etc. to proper storage.
- ☐ Remove gloves and wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

Clean and Store Dentures

- ☐ S.W.I.P.E.S.
- ☐ Put on gloves.
- ☐ Line sink/basin with a towel/washcloth or by filling it with water.
- ☐ Obtain dentures from client or gently remove them from client's mouth if he/she is unable to do so. Take the lower denture out first, then the upper denture.
- ☐ Rinse dentures in cool running water before brushing them.
- ☐ Apply toothpaste or denture cleanser to toothbrush.
- ☐ Brush dentures on all surfaces.
- ☐ Rinse all surfaces of denture under cool, running water.
- ☐ Rinse denture cup before putting dentures in it.
- ☐ Place dentures in clean denture cup with solution or cool water.
- ☐ Return denture cup to proper storage.
- ☐ Clean and return supplies and equipment to proper storage.
- ☐ Dispose of sink liner.
- ☐ Remove gloves and wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

The Shave (With Safety Razor)

- ☐ S.W.I.P.E.S.
- ☐ Put on gloves.
- ☐ Ask client if he/she wears dentures. If so, make sure they are in his/her mouth.
- ☐ Wash face with warm, wet washcloth.
- ☐ Apply shaving lather to the area you are going to shave.
- ☐ Hold razor securely.
- ☐ Hold skin taut with free hand and shave with smooth even movements in direction of hair.
- ☐ Rinse safety razor in warm water between strokes to keep the razor clean and wet.
- ☐ Shave sides first, then nose and mouth.
- ☐ Wash, rinse, and dry face.
- ☐ Clean equipment and put away.
- ☐ Remove gloves and put in appropriate container.
- ☐ Wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

Fingernail Care

- ☐ S.W.I.P.E.S.
 - ☐ Put on gloves.
 - ☐ Put water in bowl. Test water temperature to make sure it is safe and comfortable before placing client's fingers in water. Adjust if necessary.
 - ☐ Place water at a comfortable level for client.
 - ☐ Put client's fingers in water and allow to soak.
 - ☐ Dry client's hand including between fingers. Pat, don't rub dry.
 - ☐ Clean under nails with orange stick. Wipe orange stick on towel after each nail.
 - ☐ Groom nails with file or emery board.
 - ☐ Finish with nails smooth and free of rough edges.
 - ☐ Empty, rinse, wipe water bowl, and return to proper storage.
 - ☐ Dispose of soiled linen properly.
 - ☐ Remove gloves and wash hands.
-

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

Foot Care

- ☐ S.W.I.P.E.S.
- ☐ Put on gloves
- ☐ Put water in basin. Test water temperature. Ensure it is safe and comfortable before placing client's feet in water. Adjust if necessary.
- ☐ Put the client's foot completely in the water.
- ☐ Remove foot from water.
- ☐ Supporting foot and ankle properly throughout procedure, remove foot from water, wash entire foot, including between the toes, with a soapy washcloth.
- ☐ Rinse and then dry entire foot, including between the toes. Pat, don't rub dry.
- ☐ Gently clean dirt out from under nail using orange stick.
- ☐ File or cut nails, straight across, as needed with clippers or emery board.
- ☐ Put lotion in your hand and massage lotion on client's foot. Remove excess (if any) with towel.
- ☐ Assist client to replace socks and shoes.
- ☐ Empty, rinse, wipe bath basin, and return to proper storage.
- ☐ Remove gloves and wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

Bed Bath

- ☐ S.W.I.P.E.S.
- ☐ Put on gloves.
- ☐ Remove or fold back top bedding. Keep client covered with bath blanket or top sheet.
- ☐ Remove client's gown/sleep wear.
- ☐ Test water temperature and ensure it is safe and comfortable. Adjust if necessary. Replace water anytime it gets soapy, cool, or dirty.
- ☐ Wet washcloth (no soap) and begin with eyes. Use a different area of the washcloth for each eye, washing inner to outer corner.
- ☐ Wash the rest of the face, ears, and neck, using soap (if the client prefers).
- ☐ Rinse. Dry areas with a towel—pat, don't rub.
- ☐ Expose one arm and place a towel underneath it. Support the client's arm with the palm of your hand underneath the client's elbow. Wash the client's arm, shoulder, and armpit. Rinse and pat dry.
- ☐ Place the client's hand in the water basin. Wash the client's hand, rinse, and pat dry. Repeat with the other arm and hand.
- ☐ Wash, rinse, and pat dry the client's chest and abdomen.
- ☐ Uncover one of the client's legs and place a towel lengthwise under the foot and leg. Bend the knee and support the leg with your arm. Wash the leg, rinse, and pat dry.
- ☐ Slide the client's foot in to the water basin. Wash the client's foot, rinse, and pat dry. Repeat with the other leg and foot.
- ☐ Assist the client to turn on his/her side, away from you. Place a bath blanket or towel along side his/her back.
- ☐ Wash the client's back and buttocks, rinse and pat dry.
- ☐ Assist the client to his/her back. Provide privacy and let the client to perform his/her own perineal care (assisting with this will be covered separately).
- ☐ Assist client to get dressed.
- ☐ Assist the client to get up, or assist to a comfortable position, if remaining in bed.
- ☐ Remove bedding that may have gotten wet.
- ☐ Empty, rinse, wipe bath basins and return to proper storage.
- ☐ Place soiled clothing and linen in proper container.
- ☐ Remove gloves and wash hands

Notes:

Assist Client with Weak Arm to Dress

- ☐ S.W.I.P.E.S.
 - ☐ Ask client what he/she would like to wear.
 - ☐ Remove client's gown/sleep wear while protecting privacy.
 - ☐ Assist client to put the weak arm through the correct sleeve of the shirt, sweater, or slip.
 - ☐ Assist client to put strong arm through the correct sleeve.
 - ☐ Assist client to put on skirt, pants, shirt, or dress, and non-skid footwear.
 - ☐ Puts on all items, moving client's body gently and naturally, avoiding force and over-extension of limbs and joints.
 - ☐ Finish with client dressed appropriately (clothing right side out, zippers/buttons fastened, etc.) and seated.
 - ☐ Place gown in soiled linen container.
 - ☐ Wash hands.
-

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

Put Knee-High Elastic Stocking on Client

- ☐ S.W.I.P.E.S.
 - ☐ Have client elevate leg(s) 15 minutes.
 - ☐ Turn stocking inside out, at least to heel area.
 - ☐ Place foot of stocking over toes, foot, and heel, moving client's foot and leg naturally, avoiding force or over-extension of limb and joints.
 - ☐ Pull top of stocking, over foot, heel, and leg.
 - ☐ Make sure stocking is smooth, with no twists or wrinkles, and is not too tight over the client's toes.
 - ☐ Wash hands.
-

Communication Skills/Client Rights:

Explains what he/she is doing.

Speaks slowly, clearly and respectfully.

Engages client and listens attentively.

Observes client for changes.

Supports client's choice and independence.

Respects client's need for privacy.

Notes:

Passive Range of Motion for One Shoulder

- ☐ S.W.I.P.E.S..
- ☐ While supporting the limb through the following exercises, move joint gently, slowly, and smoothly through the range of motion to the point of resistance. Stop if pain occurs.
- ☐ Support client's arm at elbow and wrist, while performing range of motion for shoulder.
- ☐ Raise client's straightened arm toward ceiling, back towards the head of bed and return to a flat position. Repeat at least 3 times.
- ☐ Move client's straightened arm away from client's side of body toward head of bed, and return client's straightened arm to midline of client's body. Repeat at least 3 times.
- ☐ Place client's flexed elbow at client's shoulder level, rotate forearm toward head of the bed and rotate forearm down toward hip. Repeat at least 3 times.
- ☐ Wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

Passive Range of Motion for One Knee and Ankle

- ☐ S.W.I.P.E.S.
- ☐ While supporting the client's limb through the following exercises, move joint gently, slowly, and smoothly through the range of motion, to the point of resistance. Stop if pain occurs.
- ☐ Knee. Support the client's leg at knee and ankle while performing range of motion for knee.
- ☐ Bend the knee to the point of resistance and then return leg flat to bed. Repeat at least 3 times.
- ☐ Ankle. Support foot and ankle while performing range of motion for ankle.
- ☐ Keeping the client's foot on the bed, push/pull foot toward head, and push/pull foot down, toes pointing down. Repeat at least 3 times.
- ☐ Wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

Assisting a Client to Eat

- ☐ S.W.I.P.E.S.
- ☐ Assist client to put on clothing protector or cover, if needed.
- ☐ Sit at client's eye level.
- ☐ Offer food in bite-size pieces—alternating types of food offered.
- ☐ Make sure the client's mouth is empty before offering the next bite or sip of beverage.
- ☐ Offer a beverage to the client during the meal.
- ☐ Talk with the client throughout the meal.
- ☐ Wipe food from client's mouth and hands as necessary and at the end of the meal.
- ☐ Remove clothing protector, if worn, and dispose of in proper container.
- ☐ Remove leftover food.
- ☐ Wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.

Speaks slowly, clearly and respectfully.

Engages client and listens attentively.

Observes client for changes.

Supports client's choice and independence.

Respects client's need for privacy.

Assist Client with Peri-care

- ☐ S.W.I.P.E.S.
- ☐ Test water temperature and ensure that it is safe and comfortable before washing, and adjust if necessary.
- ☐ Put on gloves.
- ☐ Expose perineal area, making sure that the client's privacy is maintained.
- ☐ Gently wash entire perineal area with soapy washcloth, moving from front to back, while using a clean area of the washcloth or a clean washcloth for each stroke.
- ☐ Rinse entire perineal area moving from front to back, while using a clean area of the washcloth or clean washcloth for each stroke.
- ☐ Gently dry perineal area, moving from front to back and using a blotting motion with towel.
- ☐ Wash, rinse, and dry buttocks and peri-anal area without contaminating perineal area.
- ☐ Dispose of linen in proper container.
- ☐ Empty, rinse, wipe basin, and return to proper storage.
- ☐ Remove and dispose of gloves without contaminating self after returning basin to storage.
- ☐ Wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

Assist Client with Use of Bedpan

- ☐ S.W.I.P.E.S.
 - ☐ Before placing bedpan, lower head of bed.
 - ☐ Place bedpan correctly under client's buttocks (Standard bedpan: position bedpan so wider end of pan is aligned with the client's buttocks. Fracture pan: position bedpan with handle toward foot of bed) . Have client bend knees and raise hips (if able).
 - ☐ Raise head of bed after placing bedpan under the client.
 - ☐ Put toilet tissue within client's reach.
 - ☐ Ask client to let you know when he/she is finished.
 - ☐ Lower head of bed before removing bedpan.
 - ☐ Put on gloves before removing bedpan.
 - ☐ Remove bedpan and empty contents into toilet.
 - ☐ Provide pericare, if needed.
 - ☐ Rinse bedpan, pouring rinse water into toilet. Return to proper storage.
 - ☐ Assist client to wash hands and dispose of soiled wash-cloth or wipe in proper container.
 - ☐ Remove gloves and wash hands.
-

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

Catheter Care

- ☐ S.W.I.P.E.S.
- ☐ Test water in basin. Determine if water temperature is safe and comfortable before washing, and adjust if necessary.
- ☐ Put on gloves before contact with linen and/or client.
- ☐ Expose area surrounding catheter only.
- ☐ Place towel or pad under the catheter tubing before washing.
- ☐ Avoid tugging the catheter.
- ☐ Apply soap to wet washcloth.
- ☐ Hold catheter near opening where it enters the body to avoid tugging it.
- ☐ Clean at least four inches of catheter nearest the opening, moving from the opening downwards away from the body, using a clean area of the cloth for each stroke.
- ☐ Rinse at least four inches of catheter nearest the opening, moving from the opening downwards away from the body, using a clean area of the cloth for each stroke.
- ☐ Make sure there are no kinks in the catheter tubing.
- ☐ Dispose of linen in proper container.
- ☐ Empty, rinse, wipe basin and return to proper storage.
- ☐ Remove and dispose of gloves without contaminating self after returning basin to storage.
- ☐ Wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.

Speaks slowly, clearly and respectfully.

Engages client and listens attentively.

Observes client for changes.

Supports client's choice and independence.

Respects client's need for privacy.

Assist Client with Condom Catheter Care

- ☐ S.W.I.P.E.S.
- ☐ Put gloves on.
- ☐ Expose genital area only.
- ☐ Wash and dry penis carefully, cut long hairs.
- ☐ Observe skin of penis for open areas.
- ☐ If sores or raw areas are present, do not apply condom.
- ☐ Put skin adhesive over penis.
- ☐ Roll condom catheter over penis area.
- ☐ Attach condom to tubing. Check that tip of condom is not twisted.
- ☐ Check that tubing is one inch below tip of penis.
- ☐ Remove gloves and wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.

Medication Assistance

- ☐ S.W.I.P.E.S.
- ☐ Remind the client it is correct, scheduled time to take his/her prescribed medication.
- ☐ Take the medication container from where it is stored, look at the label, and verify the 5 Rights—medication, client, amount, route, and time.
- ☐ Open the container, look at the label and verify the 5 Rights again.
- ☐ Hand the correct dosage to the client, hand the open container to the client, or transfer the medication to an enabler.
- ☐ Offer the client a full glass of fluid (for oral medications).
- ☐ Observe and make sure the medication is taken.
- ☐ Close the medication container and put it back in the appropriate place. Read the label and verify the 5 Rights once again.
- ☐ Document that the client has taken the medication. If he/she has not, document that as well.
- ☐ Wash hands.

Notes:

Communication Skills/Client Rights:

Explains what he/she is doing.
Speaks slowly, clearly and respectfully.
Engages client and listens attentively.
Observes client for changes.
Supports client's choice and independence.
Respects client's need for privacy.