

Hand-out for Home Assignment Day 7



UJUZU FURSA AFRICA

SKILLS FOR OPPORTUNITIES

SL 7.1 Etiquette and Courtesy

In this module, you will learn about:

- How you can display good etiquette and courtesy at work
- How to maintain good personal hygiene
- How to maintain formality with the care receiver's family

Summary

1. Make sure you are well-groomed at all times
2. Maintain good hygiene habits
3. Make sure you keep the living spaces you use clean and proper
4. Get rid of any bad habits, such as smoking or drinking during work hours
5. Do not engage in personal entertainment activities during work hours
6. Avoid taking personal calls during work hours
7. Do not invite friends or family to your employer's home
8. Do not make noise while moving around the house
9. Be friendly and pleasant
10. Always greet family members
11. Maintain a degree of formality and mutual respect
12. Talk softly and in a pleasant tone
13. Be a good listener
14. Do not share personal information of anyone in the family with others
15. Do not share details about the person's problems and illnesses with others
16. If the person under your care is not able to do some tasks properly, do not make fun of them, shout at them, or shame them
17. Do not listen to or become a part of the family conversations
18. Do not participate in situations of conflict amongst family members
19. If you have made a mistake, apologize gracefully
20. Respect the religious practices, political views, and other beliefs of the family
21. Never ask a personal question to any of the family members or their guests
22. Never use bad language
23. Let the family have their privacy at special moments
24. Accompany the family on outings only if they invite you
25. If the person under your care is unwell, try to make them feel comfortable and cheerful

SL 7.1 Etiquette and Courtesy



Make sure you are well-groomed at all times



Maintain good hygiene habits



Make sure you keep the living spaces you use clean and proper



Get rid of any bad habits, such as smoking or drinking during work hours



Do not engage in personal entertainment activities during work hours



Avoid taking personal calls during work hours

SL 7.1 Etiquette and Courtesy



Do not invite friends or family to your employer's home



Do not make noise while moving around the house



Be friendly and pleasant



Always greet family members



Maintain a degree of formality and mutual respect



Talk softly and in a pleasant tone

SL 7.1 Etiquette and Courtesy



Be a good listener



Do not share personal information of anyone in the family with others



Do not share details about the person's problems and illnesses with others



If the person under your care is not able to do some tasks properly, do not make fun of them, shout at them, or shame them



Do not listen to or become a part of the family conversations



Do not participate in situations of conflict amongst family members

SL 7.1 Etiquette and Courtesy



If you have made a mistake, apologize gracefully



Respect the religious practices, political views, and other beliefs of the family



Never ask a personal question to any of the family members or their guests



Never use bad language



Let the family have their privacy at special moments



Accompany the family on outings only if they invite you

SL 7.1 Etiquette and Courtesy



If the person under your care is unwell, try to make them feel comfortable and cheerful

SL7.2 Grooming

In this module, you will learn about:

- **Good personal hygiene practices**
- **The considerations you must keep in mind while getting ready for work**

Summary

- 1. Maintain good personal hygiene**
- 2. If you are a man and keep a beard or moustache, keep it trimmed; otherwise, shave every day**
- 3. Wear clean, ironed clothes**
- 4. Wear clean, comfortable shoes**
- 5. If you are a woman, keep your hair tied up**
- 6. Avoid wearing chunky jewelry**
- 7. Keep your nails clean, short and trimmed; do not paint your nails**

SL7.2 Grooming



Maintain good personal hygiene



If you are a man and keep a beard or moustache, keep it trimmed; otherwise, shave every day



Wear clean, ironed clothes



Wear clean, comfortable shoes



If you are a woman, keep your hair tied up



Avoid wearing chunky jewelry

SL7.1 Etiquette and Courtesy



Keep your nails clean, short and trimmed; do not paint your nails

SL7.3 Personal Time Management

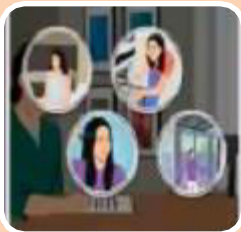
In this module, you will learn about:

- How to make a daily schedule
- How to effectively complete tasks in lesser time
- How to avoid wasting time

Summary

1. To work out a daily schedule, list down all the other tasks you need to do
2. Club tasks that together take lesser time to complete
3. Postpone some chores to your off days
4. Try to reduce wastage of time
5. If there is a personal task that you cannot do on your day off, seek prior permission of your employer
6. Know when to multi-task
7. Use waiting and travel time to make personal calls
8. At the end of each day, prepare for the next day
9. Maintain lists such as things to buy from the market
10. Make a 'to do' list for the next day's tasks
11. Distinguish between urgent and important tasks and prioritize them accordingly

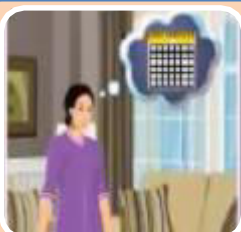
SL7.3 Personal Time Management



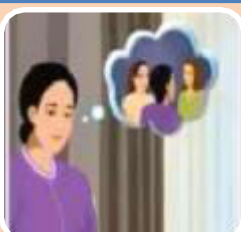
To work out a daily schedule, list down all the other tasks you need to do



Club tasks that together take lesser time to complete



Postpone some chores to your off days



Try to reduce wastage of time

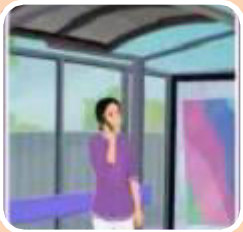


If there is a personal task that you cannot do on your day off, seek prior permission of your employer



Know when to multi-task

SL7.3 Personal Time Management



Use waiting and travel time to make personal calls



At the end of each day, prepare for the next day



Maintain lists such as things to buy from the market



Make a 'to do' list for the next day's tasks



Distinguish between urgent and important tasks and prioritize them accordingly

SL7.4 Professional Time Management

In this module, you will learn about:

- **The importance of planning your time**
- **How you can plan your time well**

Summary

- 1. Observe and record the food, rest, and activity timings for the person over a few days**
- 2. Analyze records and look for similarities**
- 3. Establish a daily food, rest, and activity routine for the person**
- 4. Create your own daily plan**
- 5. Maintain a daily to-do list**
- 6. As you complete each task, put a check mark against it**
- 7. During work hours, do not spend time on personal activities**
- 8. Perform your personal tasks on your off days**
- 9. Do not make multi-tasking a habit**

SL7.4 Professional Time Management



Observe and record the food, rest, and activity timings for the person over a few days



Analyze records and look for similarities



Establish a daily food, rest, and activity routine for the person



Create your own daily plan



Maintain a daily to-do list



As you complete each task, put a check mark against it

SL7.4 Professional Time Management



During work hours, do not spend time on personal activities



Perform your personal tasks on your off days



Do not make multi-tasking a habit

SL7.5 Reducing Stress of Caregiver

In this module, you will learn about:

- **The symptoms of stress**
- **The ways to reduce your stress**

Summary

- 1. Eat healthy and exercise regularly**
- 2. In a stressful situation, move away, compose yourself, and then get back to the situation**
- 3. Involve yourself and the person under your care in fun, playful, activities**
- 4. On a daily basis, connect back to your own life**
- 5. Stay socially connected**
- 6. Try to include more humor into your life**
- 7. Pursue a hobby**
- 8. Spend some time reading**
- 9. Meditate or spend some time with yourself, every day**

SL7.5 Reducing Stress of Caregiver



Eat healthy and exercise regularly



In a stressful situation, move away, compose yourself, and then get back to the situation



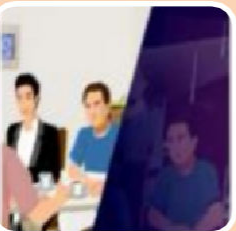
Involve yourself and the person under your care in fun, playful, activities



On a daily basis, connect back to your own life



Stay socially connected



Try to include more humor into your life

SL7.5 Reducing Stress of Caregiver



Pursue a hobby



Spend some time reading



Meditate or spend some time with yourself, every day

SL7.6 Showing a good Bedside Manner

In this module, you will learn about:

- What is a good bedside manner
- How to behave well around a person who is sick
- How can you make the care receiver feel comfortable and cheerful

Summary

1. Make the person comfortable and cheerful
2. Make sure your clothes, hair, and appearance is neat
3. Greet the person cheerfully
4. Smile through the course of the day
5. Avoid using medical jargon
6. Speak in a soft voice and a reassuring tone
7. Encourage the person to have medicine
8. Avoid rushing the person if they slow down
9. Show a gentle touch
10. Do not ridicule the person's complaints
11. Do not yell at them, even if they are disrespectful

SL7.6 Showing a good Bedside Manner



Make the person comfortable and cheerful



Make sure your clothes, hair, and appearance is neat



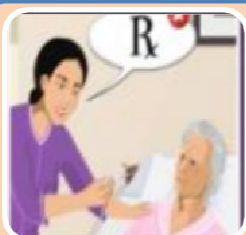
Greet the person cheerfully



Smile through the course of the day



Avoid using medical jargon



Speak in a soft voice and a reassuring tone

SL7.6 Showing a good Bedside Manner



Encourage the person to have medicine



Avoid rushing the person if they slow down



Show a gentle touch



Do not ridicule the person's complaints



Do not yell at them, even if they are disrespectful

SL7.7 Ensuring Safety from Mentally Ill Patients

In this module, you will learn about:

- How you can keep yourself safe from a mentally ill person you are caring for
- How to calm down the mentally ill care receiver when they are angry
- The necessary actions you should take when the care receiver becomes violent

Summary

1. When with a violent person, position yourself in the room such that you have a clear access to the door
2. Maintain about four times more personal space with the person than you usually keep
3. Make sure that there are no objects in the room that can hurt you
4. Avoid being with the person in the kitchen
5. Ask the person to sit down
6. Speak to the person in a calm, firm, but non-threatening voice
7. Avoid a power struggle
8. Avoid forcing the person to do anything they do not want to
9. Invite the person to sit with you or take a walk.
10. Report even a mild violent incident to the person's family members
11. Flee from the room if you feel you are in danger
12. Report a violent incident to your principal employer

SL7.7 Ensuring Safety from Mentally Ill Patients



When with a violent person, position yourself in the room such that you have a clear access to the door



Maintain about four times more personal space with the person than you usually keep



Make sure that there are no objects in the room that can hurt you



Avoid being with the person in the kitchen



Ask the person to sit down



Speak to the person in a calm, firm, but non-threatening voice

SL7.7 Ensuring Safety from Mentally Ill Patients



Avoid a power struggle



Avoid forcing the person to do anything they do not want to



Invite the person to sit with you or take a walk.



Report even a mild violent incident to the person's family members



Flee from the room if you feel you are in danger



Report a violent incident to your principal employer



Quiz Test Day 7



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SKILLS FOR OPPORTUNITIES

SL7.1 Etiquette and Courtesy

Label the Pictures:



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SL7.1 Etiquette and Courtesy



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SL7.2 Grooming

Label the Pictures:



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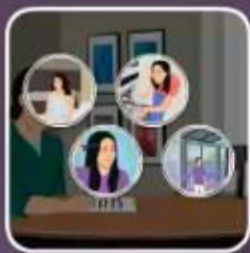
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SL7.3 Personal Time Management

Label the Pictures:



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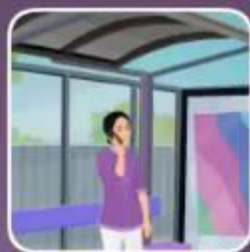
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SL7.4 Professional Time Management

Label the Pictures:



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SL7.5 Reducing Stress of Caregiver

Label the Pictures:



SL7.6 Showing a good Bedside Manner

Label the Pictures:



SL7.7 Ensuring Safety from Mentally Ill Patients

Label the Pictures:



