

Hand-out for Home Assignment Day 8



UJUZI FURSA AFRICA

SKILLS FOR OPPORTUNITIES

SL8.1 Communicating about a Problem with an Elder

In this module, you will learn about:

- Some common problems faced by the elderly people
- The ways to help elderly people solve their own problems
- The circumstances when you must share the elder's problem with others

Summary

1. Encourage the elder to speak about the problem the elder is facing
2. Listen carefully when the elder is speaking
3. Clarify the problem by asking questions
4. Help the elder state the problem clearly
5. Do not get tempted to offer solutions
6. Offer suggestions to help the elder solve the problem
7. Be sympathetic to the elder's problem:
 - 1) Share the elder's problem with a family member:
 - 2) If the elder cannot solve that problem or
 - 3) If the problem is related to the elder's safety or health

SL8.1 Communicating about a Problem with an Elder



Encourage the elder to speak about the problem the elder is facing



Listen carefully when the elder is speaking



Clarify the problem by asking questions



Help the elder state the problem clearly



Do not get tempted to offer solutions



Offer suggestions to help the elder solve the problem

SL8.1 Communicating about a Problem with an Elder



Be sympathetic to the elder's problem: 1) Share the elder's problem with a family member 2) If the elder cannot solve that problem or 3) If the problem is related to the elder's safety or health

SL8.2 Communicating with Elders having Special Needs

In this module, you will learn about:

- **An elder's special need issues that impact communication**
- **The methods to communicate with elders with special need issues**

Summary

- 1. If the elder has a hearing problem:**
 - 1) Ensure the elder uses a hearing aid, if advised to do so**
 - 2) Keep your face at the same level as the elder**
 - 3) Lower all unwanted noises so that the elder can hear better**
 - 4) Speak slowly and a little loudly**
 - 5) Exaggerate your lips movements to help the elder understand what you are saying**
- 2. If the elder has a speech problem:**
 - 1) Ensure the elder uses dentures, if advised to do so**
 - 2) Make the elder comfortable**
 - 3) Be patient**
 - 4) Ask simple questions that have short answers**
 - 5) Encourage the person to write the message**
- 3. If required, use gestures or sign language to communicate**
- 4. If the elder has poor vision:**
 - 1) Move around so that the elder is facing you when talking**
 - 2) Make your presence felt to the elder**
 - 3) Bring objects close to the person to identify and choose**
- 5. Talk to family members to find out which method of communication works best with the elder**
- 6. Never ridicule the person**
- 7. Always be respectful and patient**

SL8.2 Communicating with Elders having Special Needs



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SL8.2 Communicating with Elders having Special Needs



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If required, use gestures or sign language to communicate



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SL8.2 Communicating with Elders having Special Needs



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3) Bring objects close to the person to identify and choose



Talk to family members to find out which method of communication works best with the elder



Never ridicule the person



Always be respectful and patient

SL8.3 Understanding and Handling Lack of Trust in an Elder

In this module, you will learn about:

- How you can identify if the elder under your care is not able to trust others
- How you can help the elder overcome his trust problem
- How can yours and elder's relationship be improved

Summary

1. When caring for elders who display lack of trust, show trust in their abilities by encouraging them to be independent
2. Be reliable and dependable
3. If you make a mistake, do not make excuses to cover it up
4. When sharing some information with the elder, do not omit important details
5. If the elder or their family members confide in you about their personal matters, do not repeat this information
6. If the elder or a family member discusses money matters with you, discreetly change the topic
7. Never compromise your integrity and be consistent in your behavior
8. Try to help the elder see the positive aspects of their family members and friends
9. When you feel that the elder is misinterpreting a remark or an event, try to show the positive side of the remark or event
10. Talk to the elder's family and suggest consulting a doctor or a psychologist

SL8.3 Understanding and Handling Lack of Trust in an Elder



When caring for elders who display lack of trust, show trust in their abilities by encouraging them to be independent



Be reliable and dependable



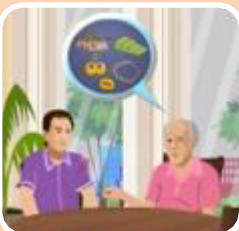
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SL8.3 Understanding and Handling Lack of Trust in an Elder



Never compromise your integrity and be consistent in your behavior



Try to help the elder see the positive aspects of their family members and friends



When you feel that the elder is misinterpreting a remark or an event, try to show the positive side of the remark or event



Talk to the elder's family and suggest consulting a doctor or a Psychologist

SL8.4 Understanding Ego of the Elder

In this module, you will learn about:

- Why is it important to make the elder feel self-respected
- What can you do to help the elder maintain their self-respect

Summary

1. Acknowledge the elder's ego and its need to protect the person's identity
2. If the elder makes excuses to hide an inability, do not argue with them
3. Empathize and try to find the real reason behind their discomfort
4. Resolve the elder's problem as best as possible
5. Observe if your resolution is satisfactory to the elder
6. If not, then try another way of resolving the elder's discomfort
7. If the elder finds it difficult to accept their changed role in society or accept the change in their appearance:
 - 1) Appreciate how well they have led their life
 - 2) Talk to them about the positive things that they still have in life
8. Encourage them to do activities that they are passionate about

SL8.4 Understanding Ego of the Elder



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SL8.4 Understanding Ego of the Elder



If the elder finds it difficult to accept their changed role in society or accept the change in their appearance: 1) Appreciate how well they have led their life



2) Talk to them about the positive things that they still have in life



Encourage them to do activities that they are passionate about

SL8.5 Being Assertive with the Elder

In this module, you will learn about:

- **How you can oppose an elder's decision firmly but politely**
- **How to make the elder understand a situation through proper reasoning**

Summary

- 1. When opposing the elder's decision, respect the elder and acknowledge their requirements**
- 2. State politely but clearly why you cannot allow the elder to do something**
- 3. If the elder wants to have a food item that the doctor has advised them to avoid, do not let the elder cross the permissible limit**
- 4. Refuse to give cigarettes to the elder**
- 5. Do not let the elder skip medicines**
- 6. Do not let them over-exert their body**
- 7. Explain clearly that for their own security, the elder should not share personal information with strangers**

SL8.5 Being Assertive with the Elder



When opposing the elder's decision, respect the elder and acknowledge their requirements



State politely but clearly why you cannot allow the elder to do something



If the elder wants to have a food item that the doctor has advised them to avoid, do not let the elder cross the permissible limit



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Do not let the elder skip medicines



Do not let them over-exert their body

SL8.5 Being Assertive with the Elder



Explain clearly that for their own security, the elder should not share personal information with strangers



Quiz Test Day 8



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SKILLS FOR OPPORTUNITIES

SL8.1 Communicating About a Problem with an Elder

Label the Pictures:



1



2



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SL8.2 Communicating with Elders having Special Needs

Label the Pictures:



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SL8.2 Communicating with Elders having Special Needs

Label the Pictures:



13



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SL8.3 Understanding and Handling Lack of Trust in an Elder

Label the Pictures:



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SL8.4 Understanding Ego of the Elder

Label the Pictures:



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SL8.5 Being Assertive with the Elder

Label the Pictures:



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Thank
you!

The image features a solid pink background. Scattered across the background are numerous small, teardrop-shaped confetti pieces in two colors: bright cyan and a darker magenta. The text "Thank you!" is written in a large, white, cursive script font, centered horizontally and slightly tilted upwards to the right.