**Avoiding Conflict with Family Members**

* Be punctual
* Practice good hygiene habits
* Do not influence children with your beliefs or opinions about people or family members
* Do not interfere in family’s matters
* Do not gossip
* Avoid discussing money matters with anyone
* Always provide a valid receipt for any money spent
* Do not engage in personal activities during work hours
* Politely refuse if your employer asks you to follow their belief systems or try to give you additional work responsibilities
* If there is a discrepancy in instructions about the care receiver, talk to and listen to your employer
* In case of a conflict, talk to your employer; if that does not work, escalate the matter to your principal employer

In a conflict situation:

* + Behave professionally and in a balanced manner
  + Explain your point of view clearly and be open to feedback from your employer
  + Be assertive, but do not raise your voice
  + Talk in a non-complaining tone
  + Do not sound threatening in any way

**Helping the Elder Bathe**

While the elder is taking bath:

* + Respect the elder’s privacy
  + Encourage the elder to be independent
  + Stay nearby to help when required

Before calling the elder for bath:

* + Ensure all required things are arranged in the bathroom at suitable height
  + Arrange for a seat if required
  + Check the temperature of water

To ensure elder’s safety:

* + Sweep away excess water from the floor
  + Use antiskid mats, long handled scrubbers, and grab bars
  + Use a soft towel to pat dry the elder’s skin. Do not scrub the elder’s skin hard

To help an elder take a shower:

* + Adjust the flow and temperature of water
  + Be available to turn off the shower while soaping

To help an elder bathe using a pail:

* + Fill the pail with water of suitable temperature
  + Place the pail at a suitable height
  + Be available to refill the pail if required

To help an elder bathe using a bathtub:

* + Fill the tub with water of suitable temperature
  + Make the elder sit on the edge
  + Support the elder’s feet and move them inside the tub
  + Help the elder slide down in the tub or sit on a chair

**Planning Mealtimes**

For an elder:

* + Plan for a balanced diet
  + Serve food as per their choice
  + Plan how many times and when to serve them
  + Serve small portions during meals
  + Serve snacks in-between meals
  + Keep appropriate gap in-between meals
  + Ensure good ambience at the eating place
  + Cut food, open containers, and butter the bread
  + Serve food and drinks at the right temperature
  + Arrange for appropriate equipment for eating

**Helping the Elder Eat**

To help an elder to eat:

* + Help them wear glasses and dentures
  + Seat them comfortably
  + Provide napkins and tissues
  + Offer food that can be eaten comfortably
  + Serve liquids with food
  + Ensure that they are fully alert
  + Ask discreetly to chew or swallow
  + Check for swallowing difficulty or choking

After the elder has finished eating:

* + Remove napkin and utensils
  + Help them clean hands, mouth, and dentures
  + Ask them not to lie down immediately
  + Observe signs of choking or uneasiness

**Helping Elders with Eating difficulty**

To feed elders with poor sitting balance:

* + - Decide on appropriate eating place and equipment
    - Make them sit with head tilted slightly forward
    - Place cushions behind their head and lower back
    - Use soft collars or neck braces, if advised

To feed elders with paralysis:

* + - Tilt their head towards the stronger side
    - Check the weaker side of mouth for food getting collected

To feed elders with swallowing difficulty:

* + - Serve food with consistency of a thick puree
    - Cook and liquidize each food item separately
    - Ask them to drink cold water before meals
    - Ask them to have a sip of liquid in-between
    - Ask them to throw the head back, if they cannot push the food with tongue

**Transferring an Elder to the Wheelchair**

To tie a gait belt:

* + - Help the elder to sit at the edge of the bed
    - Place gait belt around the waist and buckle the ends
    - Adjust the belt to ensure your palm can slip in between the belt and waist
    - Tuck the buckled end into the waistband

To transfer elder from the bed to the wheelchair, using a gait belt:

* + - Position the wheelchair correctly
    - Remove the foothold
    - Lock the wheelchair
    - Ask the elder to place their feet on ground
    - Place your feet in front of the elder’s feet
    - Grasp the gait belt, lift, and transfer the elder to the wheelchair

To transfer the elder from the wheelchair to a chair:

* + Fasten the gait belt
  + Position the wheelchair at 45° to the chair
  + Remove the footrest and drop the armrest
  + Ask the elder to move to the edge of the chair
  + Ask the elder to hold your shoulders or waist
  + Grasp the gait belt and lift the elder
  + Move your feet to face the chair and ask the elder to move in baby steps
  + Ask the elder to place hands on the armrest and sit on the chair

To use mechanical lift:

* + - Roll the elder to the side, place the sling, and then roll the elder back
    - Position the lift’s cradle above the elder
    - Attach the sling’s straps to the cradle
    - Use the pump handle to raise the elder
    - Rotate the elder to face the lift
    - Use steering handle to move closer to the wheelchair
    - Release the valve to lower the elder
    - Unhook straps and move the lift