**Unit 1**

**Structure**

1. Learning points
   1. Factors playing role in determining how old a person feels
   2. Various Categories of an Elder.
   3. **Manners and Etiquette When Caregiving Manners and Etiquette When Caregiving** Professional boundaries for caregivers
      1. First impression
      2. First Day of Duty with the person under your care
      3. Habits to Kill
      4. Maintaining Boundaries
2. **Learning points**

Let us review the main learning points.

* Identify factors determine how old a person feels
* Understand various categories of elders, according to their age
* Identify professional boundaries for caregivers
* Maintain a helpful relationship with clients
* Learn how to stay in bounds
* Understand why professional boundaries are important

**Activity**

*How old are you?*

*And how old do you feel?*

The fact that a person can be taken as old as they feel; and a person’s age depends on a lot of other factors apart from their age.

* 1. **Factors playing role in determining how old a person feels**

1. Physical exercise- If you are physically more active, you look and feel younger
2. Mental exercise- If you engage in mentally stimulating work, you feel younger
3. Diet- If you take diet that includes healthier food (fruits, vegetables, lesser junk, and processed food) look and feel younger
4. Stress- While some amount of stress is part of everyone’s life, too much stress over long periods of time should be managed better – it directly impacts how old you feel
5. Attitude- Positive attitude in life makes you feel younger
6. Drinking and smoking habits -Smoking and excessive drinking makes you age faster

**1.2 Various Categories of an Elder.**

Chronologically, an elder may be:

* The Almost Old/young old- refers to someone who is retired around the age of 60 or 65 years.
* The Already Old- 70s
* The Very Old -late 80s and 90s
* The Elite Old- 100 years of age or older
* Everyone of age does not have the same physical, mental, or social ability
* These days elders are healthier
* Being Old - is more a state of mind than a certain age
  1. **Professional boundaries for caregivers**

Professional boundaries are guidelines for maintaining a positive and helpful relationship with your clients or residents. Understanding boundaries helps caregivers avoid stress and misconduct, recognize boundary crossings, and provide the best possible care. Maintaining professional boundaries helps the caregiver maintain a helpful or “therapeutic” relationship with the client. A good question to ask yourself: Are my actions more about my needs than about the needs of my client? If so, you may be crossing a professional boundary.

To learn more about how to stay in the zone of helpfulness, let us explore.

**1.3.1 First Impression**

**ACTIVITY:**

Identify if they would give a good or a bad first impression.

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**ANSWER KEY:**Hair in a neat bun- good

Trimmed nails- good

Crumpled shirt- bad

Chunky jewelry - bad

Clean shoes- good

Food stains- bad

* Prepare a set of questions for your employer
* Take care of your personal hygiene and wear clean and ironed clothes
* Wear clean, comfortable shoes
* Make sure your hair is neat and trimmed
* If your hair is long, keep them neatly tied
* Do not wear chunky jewelry
* Keep your nails clean, short, and trimmed, in case of woman, do not paint your nails
* Double-check the time at which you are expected to report
* Prepare your clothes a day in advance
* If you plan to take public transport, make sure you are aware of the timings
* If you plan to travel by your own vehicle, make sure it has enough fuel
* Start from home early so that even if you get delayed, you still reach on time
* When you meet the care receiver and your employer, greet them
* Maintain a degree of formality and mutual respect
* Be friendly and pleasant
* Be a good listener
* When given a chance, ask your questions about the care receiver, their needs, and their lifestyle
* Never ask a personal question

**1.3.2 First Day of Duty with the person under your care**

* Ask your employer about your daily reporting time and the time when you will leave
* List down your responsibilities with your employer
* Understand the layout of the elder’s home
* Ask your employer about the elder’s age, family structure, physical and mental abilities, medical problems, diet, and any specific needs
* Ask your employer about the current medications that need to be administered
* Check and record vital information of the elder
* Note down phone numbers of important contacts
* Gather and document the elder’s medical problems and records
* Observe and understand the elder’s dietary and other habits and routines
* Observe and try to fit into the rules and routines
* Observe and ask your employer about where various items are kept in the elder’s house

**1.3.3 Habits to Kill**

What is wrong with the behavior of these professionals?

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**ANSWERS**

1. Gossiping
2. Smoking at work
3. During work hours, the professional is relaxed, busy on her phone
4. A salesperson on cash counter talking rudely to a customer

As a caregiver, you should change the following bad habits:

* Smoking in the presence of the person under your care, or their family or engager or employer
* Drinking alcohol during or before work hours
* Watching TV or listening to music during work hours
* Taking personal calls during work hours
* Inviting friends or family to your employer’s home
* Using bad language
* Not washing hands when you must
* Being careless
* Procrastinating, or postponing work for a later time

**1.3.4 Maintaining Boundaries**

* Disconnect from your role as a caregiver when your work hours are over
* Every day, connect back to your own life
* Respect the family’s beliefs but feel free to follow your own
* Do not feel obliged to conform to the family’s political views
* You may occasionally perform a task that is not a part of your job duties, but if it is critical at that point of time
* Do not routinely perform tasks that are not a part of your duties, or your primary duties may suffer
* Do not try to influence children with your beliefs or opinions about people or family members
* Do not listen to and become a part of the family conversations
* Do not give your opinion, unless asked