

This program is designed for educational purposes only and is not a substitute for professional care. The information provided should not be used for diagnosing or treatment of a medical problem.

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ROLES AND RESPONSIBILITIES

IMPORTANT SKILLS FOR COMPANION HOMEMAKERS INCLUDE:

Important skills for companion homemakers include:

- 1) people skills, or the ability to make people feel comfortable,
- 2) creative problem solving,
- 3) managing emotions,
- 4) positive body language and relating to others with respect and sensitivity.



TIPS FOR NEW CAREGIVERS

- If you're new to the caregiving role, follow these steps to acquaint yourself with the position.
- It's normal to become overwhelmed and confused. Take it one day at a time for best results and take it easy on yourself.
- Learn the Care Plan carefully. This will help you understand the illness and how to plan ahead.



APPEARANCE

The way you present yourself through your clothing and posture gives others information and impressions about you. Dressing professionally in neat, clean, modest clothing shows that you respect yourself, your clients and the work you do.



FOLLOWING THE CARE PLAN

The care plan is a guide that you will follow on a daily basis. It describes the services you are expected to provide such as meals, shopping, activities and household tasks.

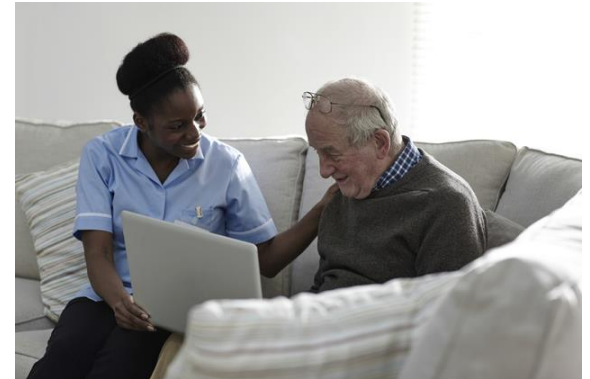


COMMUNICATION

Communication is a process of creating shared understanding. It includes both speaking and listening.

Communication can be *verbal* or *non-verbal*.

Non-verbal cues such as facial expressions, gestures or body language make up 90% of communication.



CONVERSATION

To make friendly, enjoyable and helpful conversation you need to follow a few advices:



1. **Active listening**. It means listening with an open attitude and paying full attention to what the other person is saying.
2. **Open-ended questions** help to stimulate conversation more than questions that can be answered by yes or no.
3. **Clarification**. If you aren't sure you understand what was said, ask for clarification. "I want to be sure I understand this , will you tell me again?"



OBSTACLES TO COMMUNICATION

Pain, side-effects from medications, hearing or speech impairments and some medical conditions can make it difficult for people to communicate effectively.



AGEISM

Ageism is a form of prejudice against old age and older people. Don't let stereotypes or fixed ideas about older people get in the way of your work .

Stereotypes about older people include the following: old people are all senile and frail. They are useless, irritable and cranky . Avoid ageism by being respectful and treating each person as an adult.



Ageism has
Considerable
Impact on
Social and
Economic
Development

ETHICS AND INTEGRITY

Ethics and integrity refer to doing what is right or correct, even when it is difficult. Ethical behavior means being **honest and respectful**.

Some examples of **integrity** include:

- Not speaking to others about your client's personal information
- Reliability: doing what you say you will do
- Telling the truth
- Protecting your client's property
- Admitting mistakes



CULTURAL AWARENESS







It's important to recognize cultural differences and to respect them. Each culture and ethnic group has its own unique style of dressing, diet and beliefs about health, family and religion. Social customs different too.

Ask your client or a family member about what is culturally appropriate to them. That is the best way to learn.



ADDRESSING YOUR CLIENT

- When you meet a client for the first time, always address him or her as Mr. Jones or Mrs. Smith rather than using his or her first name.
- Never use terms such as sweetie or dearie. These "terms of endearment" do not respect the person as a unique individual.
- Find out how your client prefers to be addressed.
- Always respect your client by using the name he or she prefers to be called.

Mr.	Mrs.	Miss	Ms.
<ul style="list-style-type: none"> • Pronounced "mister" • usually used with a man's last name. • For example: "Please give this to Mr. Smith." • It is not possible to know if the man is married or single. 	<ul style="list-style-type: none"> • Pronounced "misses" • usually used with a woman's last name. • For example: "Please give this to Mrs. Smith." • Used to refer to a married woman. 	<ul style="list-style-type: none"> • Pronounced "miss" • usually used with a woman's last name. • For example: "Please give this to Miss Smith." • Used to refer to a single woman. 	<ul style="list-style-type: none"> • Pronounced "mizz" • usually used with a woman's last name. • For example: "Please give this to Ms. Smith." • It is not possible to know if the woman is married or single.
			

Mrs. Miss Ms

PERSONAL PHONE CALLS

Personal phone calls and other personal business should occur only when you are on breaks or finished with your workday.

Do not use your client's phone for personal calls.



TRANSPORTATION

You must have a valid driver's license, a clean driving record, insurance coverage and an operational car with properly installed seatbelts when transporting your client.



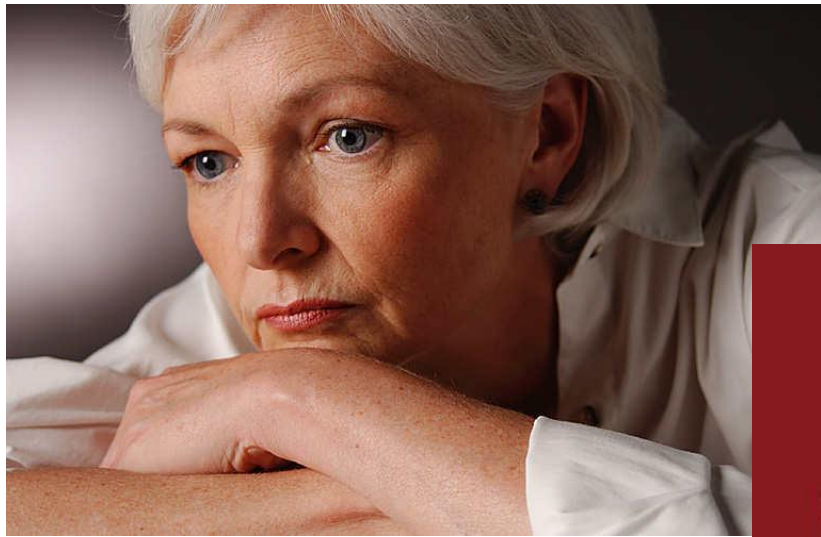
SETTING BOUNDARIES

If your client tries to put you in the role of advisor or asks you to do things that are not part of your duties, politely but firmly say no. Report these requests to your supervisor. He or she may be able to assist the client in obtaining those services elsewhere.



OBSERVATIONS

Be aware of any physical or emotional changes that occur in your client. Report your observations to your supervisor, and follow his or her guidelines. It is always better to report an observation, even if you are unsure about whether it is important, rather than risk your client's well-being by not reporting it.



*Report
An
Incident*



MEDICAL EMERGENCIES: HEART ATTACK

Signs and symptoms of a heart attack include:

- Chest pain
- Pain that radiates within the shoulder, neck or arms
- Dizziness
- Sweating
- Nausea
- Difficult breathing

Remember that a woman's symptoms are less predictable and she may not experience chest pain. However, she will often have shortness of breath, nausea and vomiting.



STROKE

Signs and symptoms of a stroke include:

- Facial drooping
- Weakness or paralysis on one side of the body
- Slurred or incoherent speech.
- If you suspect that your client has had a stroke, call **911** for emergency assistance immediately.



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STROKE
Prevent. Treat. Beat.



What is Stroke?

A **stroke** occurs when a vessel in the brain ruptures or is blocked by a clot.

Ischemic
blocked



Hemorrhagic
ruptures



No. 4
cause of death in
the U.S.¹



FALLS



Falls are the leading cause of death from injury for people 65 years or older. The most common injury from falls is a hip fracture. Falling may be a sign of a serious medical condition. Follow your agency's procedure for handling falls.

DNR ORDER

It is important to know whether your client has a DNR order. DNR stands for Do Not Resuscitate. It is a doctor's order that resuscitation should not be attempted if the person's heart or breathing stops. A DNR order means that the person does not wish to be brought back to life if his or her breathing or heart stops. Even with a DNR, you should still call emergency services if your client stops breathing. They will determine the proper medical procedure.



EMERGENCY PREPAREDNESS

In an emergency, follow your agency's plan for moving your client to safety or for another staff member to replace you.

If you cannot contact the agency because of a power outage or problems, listen to a battery operated radio for emergency information.

Stay with your client until help arrives or until your client has been moved to a shelter where he or she is physically stable and secure.

Leaving your client in an unsafe situation during an emergency is considered abandonment or desertion.



THE END