

## PHONE INTERVIEW SHEET

### Questions to ask the consumer about the job:

- How many hours per week are you hiring for? \_\_\_\_\_
- What are the days and times that you need someone to work?  
\_\_\_\_\_  
\_\_\_\_\_
- What area do you live in?  
\_\_\_\_\_
- What are the job duties you expect to be performed?  
\_\_\_\_\_  
\_\_\_\_\_

### Questions to ask yourself:

- Am I interested in the job? \_\_\_\_\_
- Can I be available the days and times the consumer wants?  
\_\_\_\_\_
- Do I have a way to get to their  
home? \_\_\_\_\_
- Am I willing to perform the duties they need?  
\_\_\_\_\_
- Do I think that I can get along with this consumer?  
\_\_\_\_\_

### Questions to ask the consumer if they decide to interview you:

- What is your name? \_\_\_\_\_
- What is your telephone number? \_\_\_\_\_
- When and where would you like to interview me? Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Location:  
\_\_\_\_\_  
\_\_\_\_\_

## **Tips on How to Develop a Consumer and Caregiver Work Agreement**

Both the consumer and caregiver should have a clear understanding of expectations, duties, and work schedule to be performed within the authorized number of hours. This is a guideline to help both the consumer and caregiver to develop a written work agreement.

The following is a list of suggested items that might be included in the work agreement:

- Discuss the work schedule that includes start time, lunch, breaks, and finish time.
- Make a list of scheduled duties that includes the day(s) of the week and time(s) the duties are performed.
- Discuss the length of time authorized for the duties.
- Discuss the consumer's routine.
- Discuss instructions regarding how the duties are to be performed (e.g., how the consumer would like food prepared).
- The consumer should discuss with the caregiver the different types of services needed, for example, paramedical services, personal care, special diet, transportation to doctor appointments, and domestic services.

**Both the consumer and the caregiver should discuss how to adjust the schedule for attending orientations, information sessions and focus groups. The consumer and the caregiver should consider attending the orientations, information sessions, and focus groups together.**

## SAMPLE JOB AGREEMENT

**JOB AGREEMENT BETWEEN:**

**DATE:** \_\_\_\_\_

**Consumer:** \_\_\_\_\_

**Caregiver:** \_\_\_\_\_

**The Consumer and Caregiver agree to the following general principles.**

**The Consumer will:**

- Supply enrollment forms and cooperate with the caregiver in completing the enrollment process.
- Sign the caregiver time sheet if it reflects the hours that were worked.
- Pay the share of cost on time, if applicable.
- Assign work on behalf of the consumer only.
- Give the worker advance notice when hours or duties change whenever possible.
- The consumer will not ask the caregiver to work extra or any unpaid time.
- If the consumer must cancel, he or she will notify the caregiver as soon as possible, and agree on a make-up time.
- Both the consumer and the caregiver will maintain confidentiality.

**The Caregiver will:**

- Come to work clean and sober.
- Not make personal or long distance phone call.
- Not ask to borrow money, or for cash advance.
- Call the consumer as soon as possible if late, sick, or unable to work.
- Give the consumer two weeks notice before leaving the job whenever possible.
- Both the consumer and caregiver will maintain confidentiality.

**Hourly Wage:** The hourly wage is \$ 9.50 per hour as of October 1, 2002

The caregiver will receive a timesheet from In-Home Supportive Services (IHSS) at their mailing address. The caregiver will fill out the time sheet to accurately reflect hours worked, and give it to the consumer for approval and signature. The time sheet is to be returned to IHSS by the caregiver. A check should arrive within 7-10 days. **If there is a problem with time cards or checks, the caregiver should call the IHSS Payroll at the Watt and E office 916-874-4201 or the Broadway office at 916-874-9805.**

**Is there a Share of cost?**      NO

YES, to be paid by the \_\_\_\_\_ day of the month, per mutual agreement.

**Mileage Reimbursement?**      NO

YES, at the rate of \_\_\_\_\_ per mile.

**Hours of work:**      Changes in the scheduled hours are to be negotiated by both parties, with advance notice. The total number of hours per week for this job are.

Sunday      \_\_\_\_\_ to \_\_\_\_\_

Monday      \_\_\_\_\_ to \_\_\_\_\_

Tuesday      \_\_\_\_\_ to \_\_\_\_\_

Wednesday      \_\_\_\_\_ to \_\_\_\_\_

Thursday      \_\_\_\_\_ to \_\_\_\_\_

Friday      \_\_\_\_\_ to \_\_\_\_\_

Saturday      \_\_\_\_\_ to \_\_\_\_\_

**Duties and Responsibilities:**

Household Tasks and Frequency **D** (Daily) **W** (Weekly) **M** (Monthly)

If **other**, please specify

**House cleaning and laundry**

Specify with letter frequency of each task. e.g. D (Daily)

\_\_\_ Dust and vacuum

\_\_\_ Wipe counters

\_\_\_ Mop kitchen and bathroom floors

\_\_\_ Wash dishes

\_\_\_ Heavy house cleaning (one time approval from IHSS)

\_\_\_ Change bed linen

\_\_\_ Clean stove top

\_\_\_ Empty trash as needed

\_\_\_ Clean sinks

\_\_\_ Wipe/ clean refrigerator

**Cooking preparation and meal cleanup**

\_\_\_ Grocery shopping

\_\_\_ Prepare meals

\_\_\_ Meal cleanup

**Miscellaneous**

\_\_\_ Shopping and errands

\_\_\_ Accompany on medical appointments

## Personal Care

- Feeding
- Lifting and transferring
- Bowel and bladder care
- Paramedical
- Bathing
- Administering medication
- Dressing
- Help with walking

Injections The consumer and caregiver, by signing this document, agree to the terms outlined above. If the agreement changes, both parties will initial and date changes.

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### Consumer Signature

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Consumer Name Printed

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Address

---

Phone

---

Date

---

### Caregiver Signature

---

Caregiver Name Printed

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Address

---

Phone

---

Date



## SAMPLE CONTRACT

The relationship between the consumer and his or her caregiver is frequently very personal. It requires mutual respect and open communication. The consumer relies on the caregiver's honesty, reliability, and punctuality to accomplish daily activities to remain independent at home. By the same token, the caregiver relies on the consumer's honesty and supervision to follow through on the home care duties. It is important to remember that this contract is not a legally binding document. However, the consumer and the caregiver can use the contract to clearly define expectations.

Sample Contract Between:

\_\_\_\_\_

Print Name of the Consumer

\_\_\_\_\_

Print Name of the Caregiver

We mutually agree to the following guidelines:

- The caregiver will arrive on time to the consumer's home.
- The caregiver will work on the authorized days and hours of service.
- The consumer will not ask the caregiver to work extra or any unpaid time.
- If the caregiver is going to be late or cannot work at a regularly scheduled time, he or she will notify the consumer, as soon as possible, and agree on a make-up time.
- If the consumer must cancel, he or she will notify the caregiver as soon as possible, and agree on a make-up time.
- The caregiver will complete the assigned duties in a professional manner.
- The consumer will not ask that unreasonable tasks be done or set unreasonable high standards of performance.
- Both the consumer and the caregiver will maintain confidentiality.
- The Public Authority, Service Employees International Union (Local 250) and Board of Supervisors will regulate the hourly rate of pay.
- The caregiver will be paid twice a month, according to the In Home Supportive Services payroll schedule.
- Any required paperwork will be completed and mailed by the person(s) responsible.

\_\_\_\_\_

Consumer's Signature

\_\_\_\_\_

Caregiver's Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Date



## Personal Care Tasks



The following list includes many of the tasks that you will be healthy, safe, and comfortable no matter where they live.

**Personal hygiene** means assistance with care of hair, teeth, dentures, shaving, filing of nails, other basic personal hygiene, and grooming needs. Personal hygiene includes supervising the consumer when performing the tasks, assisting the consumer with grooming tasks, and performing grooming tasks for the consumer when he/she is unable to do so.

**Dressing** means assistance with dressing and undressing. Dressing includes supervising and guiding the consumer when dressing and undressing, assisting with difficult tasks such as tying shoes and buttoning, and completely dressing or undressing consumer when he/she is unable to participate in dressing or undressing self.

**Bathing** means assisting the consumer to bathe. Bathing includes supervising the consumer who can bathe when guided, assisting the consumer with difficult tasks such as getting in or out of the tub or washing their back, and completely bathing the consumer if needed.

**Eating** means assistance with eating. Eating includes supervising the consumer when he/she is able to do it himself/herself, assisting with difficult tasks such as cutting food or buttering bread, and feeding him/her when he/she is unable to feed himself/herself.

**Toileting** means assistance with bladder or bowel problems. Toileting includes supervising the consumer when he/she is able to care for their own toileting needs if guided, helping the consumer to and from the bathroom, assisting with bedpan routines, diapering and lifting the consumer on and off the toilet. Toileting may include performing routine peri/colostomy\*\*/catheter tasks, for the consumer when the consumer is able to supervise the activities.

\*\* These services are only provided when authorized by a licensed medical professional.



**Ambulation** means assisting the consumer to move around. Ambulation includes supervising the consumer when walking alone or with the help of a mechanical device such as a walker; assisting with difficult parts of walking such as climbing stairs; supervising the consumer if the consumer is able to propel a wheelchair; pushing the wheelchair, or providing constant physical assistance to a consumer totally unable to walk alone or with a mechanical device.

**Transfer** means assistance with getting in and out of a bed or wheelchair, on and off the toilet, or in and out of the bathtub. Transfer includes supervising the consumer when able to transfer if guided, steadying, and helping the consumer when the consumer assists in their own transfer. Lifting the consumer when the consumer is unable to assist in their own transfer requires specialized training.

**Positioning** means assisting the consumer to assume a desired position. Positioning includes assistance in turning and positioning to prevent secondary disabilities, such as contractures and balance deficits.

**Self medication** means assisting the consumer to self-administer medications prescribed by an attending physician. Self-medication includes reminding the consumer of when it is time to take prescribed medication, handing the medication container to the consumer, and opening a container.

**Body care** means assisting the consumer with skin care including the application of ointments or lotions, changing dry bandages or dressings not requiring professional judgment. (Body care excludes foot care beyond washing of feet and filing toenails; foot care for Consumers who are diabetic or have poor circulation.) Body care excludes changing bandages or dressings when sterile procedures are required. Provision of body care tasks is limited. The consumer must be able to supervise the provision of these tasks.

**Travel to medical services** means accompanying or transporting the consumer to a physician's office or clinic in the local area to obtain medical diagnosis or treatment.

**Essential shopping** means assistance with shopping to meet the consumer's health care or nutritional needs. Essential shopping is limited to brief, occasional trips in the local area to shop for food, medical necessities, and household items required specifically for the health and maintenance of the consumer. Essential shopping includes assisting when the consumer can participate in shopping and doing the shopping when the consumer is unable to participate.



**Meal preparation** means assistance with preparing meals. Meal preparation includes planning meals including special diets, assisting Consumers who are able to participate in meal preparation, preparing meals for Consumers unable to participate, and cleaning up after meals. This task may not be authorized to just plan meals or clean up after meals. The consumer must need assistance with actual meal preparation.

**Laundry** means washing, drying, ironing, and mending clothes and linens used by the consumer or helping the consumer perform these tasks.

**Housework** means performing or helping the consumer perform those periodic tasks required to maintain the consumer in a safe and healthy environment. Activities performed include such things as cleaning the kitchen and bathroom, sweeping, vacuuming, mopping, cleaning the oven, and defrosting the freezer, shoveling snow. Washing inside windows and walls is allowed, but is limited to twice a year. Assistance with housework is limited to those areas of the house which are actually used by the consumer. This task is not a maid service and does not include yard care.

**Supervision** may also be authorized for specific needs of a person. Supervision means being available to help the consumer with personal care tasks that may be needed at any time. This includes: toileting, ambulation, transfer, positioning, some medication assistance; and/or provide protective supervision to a consumer who cannot be left alone because of confusion, forgetfulness, or lack of judgment.



## Burnout Prevention

Here's a great list of things to do to AVOID WORK-RELATED STRESS AND BURNOUT.

- Know your limitations. Do not take on more than you can realistically do.
- Don't skip breaks, lunch, or other free time. Be sure that someone is available to care for your Consumers while you're away.
- Try to have a say in your workload. If you've been assigned to a particular consumer you don't like, request a change of assignment. If your workload is too heavy, ask your supervisor for assistance.
- If you're feeling you need a vacation, you probably do. Try to arrange for some time off.
- Talk to your workers. If you're feeling anxious or stressed, let them know. Ask for help.
- Develop friends in other professions.
- Be alert to comments from friends and family. If they tell you that you're talking about work all the time, believe them. Ask yourself if you're feeling burned out.
- At the beginning of your shift, make sure you have what you need to do the job. This includes supplies, other people to help with dependent Consumers, and personnel to cover you when you take a break.
- Cultivate outside interests and hobbies. Physical exercise and mental relaxation help alleviate stress.
- Be aware of how you feel on the job. Signs of physical and emotional distress are all too often ignored.
- Be aware of your alcohol or drug consumption. If you're drinking more than you did before, cut down or seek help.
- Don't be afraid to say "no". Only you can determine how much work is too much. You don't need an excuse to refuse to work overtime.

Here are a few simple actions that may help you keep negative feelings of tension under control. Remember as you read them that success will not come from a half-hearted effort, nor will it come overnight. It will take determination, persistence, and time.

**Talk it out.** When something worries you, talk it out. Don't bottle it up. Confide your worry to some levelheaded person you can trust. Talking things out helps relieve your strain, see your worry in a clearer light, and to see what you can do about it.

**Escape for a while.** Sometimes, when things go wrong, it helps to escape from the painful problem *for a while*. Lose yourself in a movie or a book, game, or a brief trip for a change of scene. Making yourself "stand there and suffer" is a form of self-punishment, not a way to solve a problem. It is perfectly realistic and healthy to escape long enough to recover breath and balance. Be prepared to come back and deal with your difficulty when you are more composed and when you and others involved are in better condition to deal with it.

**Work off your anger.** If you feel yourself angry all the time, remember although anger may give you a temporary sense of righteousness or even of power, it generally leaves you feeling foolish and sorry in the end.



If you feel like lashing out at someone, try holding off that impulse for awhile. Let it wait until tomorrow. Meanwhile, do something constructive with the pent-up energy. Pitch into some physical activity, such as gardening, cleaning out the garage, carpentry, or some other do-it-yourself project, or work it out playing tennis or taking a long walk. Working the anger out of your system and cooling off for a day or two will leave you much better prepared to handle your problem.

**Give in occasionally.** If you find yourself getting into frequent fights with people and feel obstinate and defiant, remember this is the way frustrated children behave. Stand your ground on what you know is right, but do so calmly. Make allowances for the fact that you *could* turn out to be wrong. Even if you're dead right, it's easier on your system to give in once in a while. If you yield, you'll usually find that others will too. The results will be relief from tension, the achievement of a practical solution, and great feeling of satisfaction and maturity.

**Do something for others.** If you feel yourself worrying about *yourself* all the time, *try doing something for somebody else*. You'll find this will take the steam out of your own worries and--even better--give you a great feeling of having done well.

**Take one thing at a time.** For people under tension, an ordinary workload can sometimes seem unbearable. The load looks so great that it becomes painful to tackle any part of it, even things that most need to be done. When this happens, remember it's a temporary condition and you can work your way out of it.

Take a few of the most urgent tasks and start doing them, one at a time. Set aside all the rest for the time-being. Once you dispose of the most urgent tasks, you'll see that the remainder is not such a "horrible mess" after all. You'll be in the swing of things and the rest of the tasks will go more easily.

If you feel you can't set anything aside to tackle things sensibly, ask yourself: Are you sure you aren't overestimating the importance of the things you do?



**Shun the “superman” urge.** Some people expect too much from themselves and get into a constant state of worry and anxiety. They think they are not achieving as much as they should and they try for perfection in everything. Admirable as this idea is, it is an open invitation to failure. No one can be perfect in everything. Decide which things you do well, and then put your major effort into these. They are apt to be the things you like to do and give you most satisfaction. Give the things you don’t do as well your best effort. Don’t take yourself to task if you can’t achieve the impossible.

**Go easy with your criticism.** Some people expect too much of others and then feel frustrated, let down, disappointed, even “trapped” when another person does not measure up. Remember, each person has his/her own virtues, his/her own shortcomings, his/her own values, and his/her own right to develop as an individual. Instead of being critical about the other person’s behavior, search out the good points and help him/her develop them. This will give both of you satisfaction and help you to gain better perspective on yourself as well.

**Make yourself “available”.** Many of us have the feeling that we are being “left out”, slighted, neglected, and rejected. Instead of shrinking away and withdrawing, it’s much healthier and practical to continue to “make yourself available”. Make some of the overtures instead of always waiting to be asked.

**Schedule your recreation.** Many people drive themselves so hard that they allow themselves too little time for fun, an essential ingredient for good physical and mental health. They find it hard to make themselves take time out. Setting a routine and schedule for definite hours for recreation will help. It is desirable to have a hobby that absorbs you in off hours, one into which you can throw yourself completely and with pleasure, forgetting all about work.



## 10 Easy Steps to a Stress-Free Job

### 1. Get Along With People

Find things you have in common with others and act friendly with “absolutely everybody”.

### 2. Act With Diplomacy and Tact

Avoid acting angry or impatient even when you’re frustrated.

### 3. Learn What Is Expected Of You

Find out your boss’s expectations of you and the expectations of your boss’s boss.

### 4. Be A Team Player

Team players are appreciated and receive much less grief than employees who act rebellious or act like loners.

### 5. Give Three Compliments A Day At Work

People love receiving compliments and will conscientiously try to make your life easier since you made them feel good.

### 6. Set Goals For Yourself

Low stress people spend more than half their time doing things that help them achieve their short-term or long-term goals.

### 7. Prepare A Daily “To-Do” List

Organization can help prevent you from being overwhelmed by tasks that need to be done. Make a list of what you need to do for the next day.

### 8. Exercise At Least A Little

By exercising a little, you can release emotional and physical stress and be more clearheaded when deciding how to tackle a stressful situation.

### 9. Consider Changing Jobs

If you can’t stand the heat, get out of the kitchen!

### 10. Communicate Through Proper Channels

By taking action, you can solve issues before they become problems on the job and at home.



# How Do You Cope with Stress?

THE GOOD	THE BAD	THE UGLY
<ul style="list-style-type: none"><li>• Ask a friend for help or to talk</li><li>• Keep a journal</li><li>• Relax your head and neck muscles</li><li>• Run</li><li>• Dance</li><li>• Help someone else</li><li>• Daydream</li><li>• Cry</li><li>• Read a book</li><li>• Play hard</li><li>• Create something</li><li>• Clean your house</li><li>• Write a letter</li><li>• Say No</li><li>• Say Yes</li><li>• Make a list</li><li>• Get/give a massage</li><li>• Go for a walk</li><li>• Listen to music</li><li>• Play an instrument</li><li>• Talk to someone</li><li>• Pray</li><li>• Surprise someone with a note</li><li>• Set some goals</li><li>• Dig in the mud</li><li>• Plant something</li><li>• Yell at your pillow</li></ul>	<ul style="list-style-type: none"><li>• Eat something</li><li>• Have a cigarette</li><li>• Put someone down</li><li>• Go to sleep</li><li>• Keep so busy you can't think</li><li>• Watch TV</li><li>• Make an excuse</li><li>• Withdraw</li><li>• Pout</li><li>• Pretend</li><li>• Hurt someone</li><li>• Keep it all inside</li><li>• Break something</li><li>• Yell at a pet</li></ul>	<ul style="list-style-type: none"><li>• Take a drink</li><li>• Take a pill</li><li>• Steal something</li><li>• Try to kill yourself or anything else</li><li>• Lie</li><li>• Drive too fast</li><li>• Yell at people you care about</li></ul>



## 10 Tips for Family Caregivers

- Choose to **take charge** of your life, and don't let your loved one's illness or disability always takes center stage.
- Remember to **be good to yourself**. Love, honor and value yourself. You're doing a very hard job and you deserve some quality time, just for you.
- **Watch out** for signs of depression, and don't delay in getting professional help when you need it.
- When people offer to help, **accept the offer** and suggest specific things that they can do.
- **Educate yourself** about your loved one's condition. Information is empowering.
- There's a difference between caring and doing. **Be open to technologies and ideas** that promote your loved one's independence.
- **Trust your instincts**. Most of the time they'll lead you in the right direction.
- **Grieve** for your losses, and allow yourself to **dream new dreams**.
- **Stand up for your rights** as a caregiver and a citizen.
- **Seek support** from other caregivers. There is great strength in knowing you are not alone.



# Emergency Contact List

Consumer's Name: \_\_\_\_\_ DOB: \_\_\_/\_\_\_/\_\_\_

<b>Home's telephone numbers</b>	<b>Home:</b> (____)_____-_____ <b>Cell/Pager:</b> (____)_____-_____ 
<b>Home Address</b> Include street, apartment numbers, zip code	
<b>Nearest cross streets and landmarks</b> Apartment name, house color, etc.	
<b>Consumer's physician and nearest hospital</b> Names, Phone Numbers	<b>Physician:</b> _____ Phone: (____)_____-_____ <b>Hospital:</b> _____ Phone: (____)_____-_____ 
<b>Consumer's Case Manager and/or Social Worker</b>	<b>Case Manager:</b> _____ Phone: (____)_____-_____ <b>Social Worker:</b> _____ Phone: (____)_____-_____ 
<b>Consumer Contact Person(s)</b>	<b>Name:</b> _____ Phone: (____)_____-_____ <b>Name:</b> _____ Phone: (____)_____-_____ 



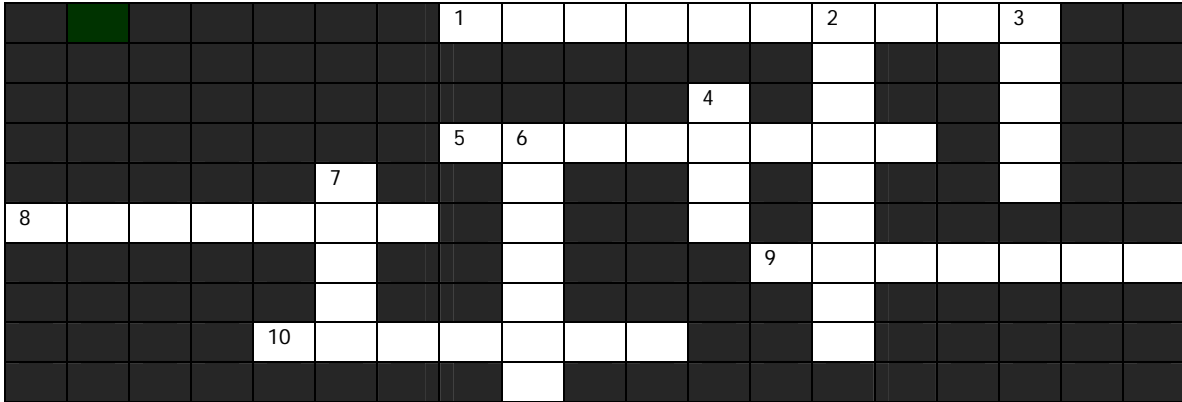
## Communicating with a Consumer Who Has A Dementia Related Illness

- Use exact, positive statements and phrases.
- Trigger automatic responses.
- Use simple, one step commands.
- Give suggestions, cues or commands if person is unable to make decisions.
- Speak in a calm, soft, low, and slow voice.
- Ask one question at a time and wait for the response.
- Don't argue with consumer.
- Use distractions to keep consumer safe and calm.
- Keep your promises.
- Include the consumer in your conversations if appropriate. Never talk as though the consumer is not there.
- Treat the consumer with respect and dignity, they are not children.
- Allow consumer to express their feelings, issues, and or concerns and validate.
- Provide support and reassurance when consumer may be fearful or anxious.
- Remember your attitude and mood are catchy and if you are calm, the consumer will be calm.
- Eye contact is ok for some client/residents, however, be aware of cultural differences, not all client/residents like eye contact.
- If at first you do not succeed, try again at a later time.
- Use touch to make a positive contact with a consumer as appropriate.



# Crossword Puzzle

(Infection Control)



## Across

1. Communicable
5. Microorganism that is harmful and capable of causing infection.
8. Absence of all microorganisms.
9. A microorganism.
10. Human being or animal that is a reservoir for microorganisms but is not ill with infection.

## Down

2. Disease state that results from invasion and growth of microbes in body.
3. Bacterium protected by a hard shell.
4. Environment in which microorganisms live and grow.
6. Absence of pathogens.
7. Microorganisms that usually live and grow in a certain location.



## My Commitment to Know and Use Universal Precautions

As a caregiver of an IHSS Consumer, I face the risk of coming into contact with infectious diseases. Many of the current serious diseases are passed from an infected person to another through blood or body fluids. Therefore, to prevent myself from getting an infectious disease, I will treat all blood and body fluids as if they are infected with a blood borne illness.

Universal Precautions prevent the spread of deadly blood borne viruses and bacteria. Because, as a caregiver, I may not know who is infected, universal precautions apply to all client/residents.

### **Universal Precautions State That:**

- I will always remember that hand washing is the most basic and important measure to prevent the spread of infection.
- I must wear gloves at all times when dealing with blood, body fluids, and linens soiled with blood or body fluids, or any spills containing blood or body fluids.
- I will wear other personal protective equipment according to the potential for exposure (for example, if washing an item with blood on it, wear eye covering).
- I will use gloves, gowns, a mask, and goggles according to the risk of exposure. Often I will be the judge as to how much personal protective equipment is required for the task at hand.



## Natural Disaster Preparedness Checklist

The next time disaster strikes, you may not have much time to prepare. Learn how to protect yourself and others by planning ahead. The checklist below will assist you. Post the checklist where everyone can find it, preferably, near your other emergency checklists.

Create an Natural Disaster Emergency Plan:

- Have escape routes posted in each room.
- Post emergency numbers near all phones.

Natural Disaster Supplies Kit:

- ❑ Water (one gallon per individual per day) a 3 day supply
- ❑ Packaged or canned foods (3 day supply)
- ❑ Non-electric can opener
- ❑ Pet foods (3 day supply)
- ❑ Crates and ID for pets
- ❑ Change of clothing, rain gear, and sturdy shoes
- ❑ Blankets or sleeping bags
- ❑ First aid kit
- ❑ Prescription medications
- ❑ Extra eyeglasses
- ❑ Battery powered radio
- ❑ Flashlights
- ❑ Extra batteries
- ❑ Credit cards and cash
- ❑ Extra set of car keys and house keys
- ❑ List of important phone numbers
- ❑ Any special items for disabled/elderly client/residents

For further information please contact your nearest American Red Cross office or your local fire/police departments.



**Consumer File**  
**Negotiated Service Plan -- Sample**

**TASK:** Assistance with A.M. Hygiene

<b>Date</b>	<b>Activity, how often</b>
9/15	cue to brush teeth, mouth (dentures clean Denture box 1x/week. HATES Crest toothpaste. needs paste, any kind

**DOCUMENTNG:** Review when client wishes or as condition determines, or as programs rules state.

<b>Date</b>	<b>Status</b>
10/20	does AM care well with cuing

**TASK:** Bathing

<b>Date</b>	<b>Activity, how often</b>
9/15	2x/wk; upstairs tub, Dial soap, shampoo; x2 rinse 1x/wk; needs grab bars, self peri care
9/30	shampoo 2x/wk

**DOCUMENTING:** Review when client wishes or as condition determines, or as programs rules state.

<b>Date</b>	<b>Status</b>
9/15	unable to step over tub, tub bench ordered
9/18	consumer sponges at sink
9/30	tub bench brought by son, consumer needs HH shower needs cuing for ALL bathing. Needs attention for feet and back, wants shampoo 2x/wk





**TASK:** Support Mental Health--mood

**DOCUMENTING:** Review when client wishes or as condition determines, or as programs rules state.

<b>Date</b>	<b>Status</b>
9/30	continues to be alone, sometimes cries in room at night
10/15	enjoyed playoff game! spoke of wife's liking Mariner's

**TASK:** Observation of Medical: Breathing

<b>Date</b>	<b>Activity, how often</b>
9/15	Consumer SOB with activity; needs help with breathing exercises. Watch closely for signs of Respiratory Infection.

**Progress Recording:** Review when client wishes or as condition determines, or as programs rules state.

<b>Date</b>	<b>Status</b>
9/30	went for flu shot
10/15	cough, yellow, thick; encourage fluid, appt with MD
10/17	MD appt: new medication, more fluid to drink—consumer feels terrible



## ***Consumer File***

### **What To Report**



1. When a consumer displays any of the following:
  - Difficulty in breathing
  - Shortness of breath
  - Chilling
  - Change in skin color, i.e., cyanotic, pale, flushed
  - Change in level of consciousness:
    - Comatose
    - Lethargic
    - Sleepy
    - More alert than usual
  - Difficulty with speech
  - Foul or sweet smelling breath
  - Reddened area or broken skin
  
2. If a consumer complains of:
  - Pain – severity and location
  - Nausea and severity, if connected to any food or medication
  - Vomiting – how much – how often- save any specimens
  - Itching or rash
  - Excessive coughing – save specimens
  - Feeling hot or cold
  - Difficulty swallowing
  
3. Any emotional or mental changes:
  - Irrationality
  - Depression
  - Apprehension
  - Fear
  - Confusion
  - Irritability
  - Euphoria
  - Unresponsiveness
  
4. Any changes in eating habits or fluid intake
  
5. Any changes in elimination, i.e., diarrhea, constipation
  
6. Any black, tarry or bloody stools
  
7. Any bleeding from any area
  
8. If consumer or caregiver falls or has any type of accident or injury
  
9. Dr. appointments, new medications, new equipment, etc., trips to hospital emergency room or admission to hospital, placement in other setting



# Consumer File

## Task List – Check Off (initial daily)

Consumer Name: \_\_\_\_\_

Month/Year: \_\_\_\_\_

Supervisor: \_\_\_\_\_

### Circle the date on which you completed the task

TASK	1 16	2 17	3 18	4 19	5 20	6 21	7 22	8 23	9 24	10 25	11 26	12 27	13 28	14 29	15 30
HOUSEWORK															
LAUNDRY															
SHOPPING & ERRANDS															
ASSIST WITH WALKING															
MEAL PREPARATION															
ASSIST WITH BATHING															
PERSONAL HYGIENE															
PROTECTIVE SUPERVISION															
DRESSING – UNDESSING															
REMIND – MEDICATIONS															
TOILETING															
TRANSFERS															
TRANSPORT TO VITAL SERVICES															
ESCORT TO VITAL SERVICES															



# Consumer File

## Consumer Preference Interview

CONSUMER NAME:  
FAMILY:  
CORE TASKS:

AGE:  
CARE SETTING:  
LEVEL OF CARE:

### General Information

1. Consumer prefers to be called?
2. Task List review:
  - a. What does the task involve?
  - b. How does the consumer want the task performed?
  - c. When does the consumer want the task done?
  - d. What are the special considerations to be included: favorite clothing, dishes, hair style, cleaning supplies, music, water temperature for dishes or bath, favorite drinks, etc.?)
3. What time would you prefer that I arrive?
4. What time do you like to go to bed and what times do you like to get up?
5. What time do you prefer to eat breakfast? \_\_\_\_Lunch? \_\_\_\_Dinner? \_\_\_\_
6. Where can I find the emergency information?
7. Would you like me to answer the phone or would you prefer to do it?
8. Are there family members who assist consumer?
9. Are there family or close friends who have regular visiting times? Do you prefer to be left alone at this time?
10. Are there other times you prefer to have time alone?
11. What languages do you speak? Do you prefer to speak?
12. How do you like to spend your leisure time? What kinds of activities, entertainment, hobbies, artwork, religious practices or activities do you prefer? Is there assistance I can give with these activities?

MEDICAL CONDITION	SIGNS TO WATCH FOR	POSSIBLE THINGS I CAN DO TO HELP



## ***Consumer File***

### **Food Preference Interview**

**Ask consumer what they usually eat.**

1. What do you like for breakfast?
2. We have yogurt, do you like non-fat or regular and what flavor?
3. Do you like eggs and how do like your eggs prepared?
4. Are you able to eat bacon or sausage?
5. What kind of bread to you like?
6. Do you use butter or margarine or other?
7. How about some jelly or marmalade?
8. Do you enjoy either pancakes or waffles? With syrup or butter?
9. We have coffee, tea, milk, juice, or water to drink, which one would you like to have?
10. How about some cereal, we have oatmeal, cream of wheat, and cold cereals to choose from. Which one would you like today?
11. Do you have any allergies to eggs or any other type of breakfast foods?
12. Are you a soup and sandwich eater for lunch?
13. If so, what type of soup do you like?
14. We have choices of soups: tomato, clam chowder, chicken noodle, which one would you prefer today?
15. What kind of sandwich would you want to have: turkey, ham, egg salad, tuna, etc.? Do you want a whole or half of a sandwich? How about some cheese: Swiss, cheddar, provolone, processed or American?
16. Do you like tomato, lettuce, onion, pickles, mayonnaise or mustard on your sandwich?
17. How about a peanut butter and jelly sandwich with potato chips?
18. What kind of bread do you want for your sandwich?
19. What would you like to drink with your lunch today?
20. Which vegetables do you not like?
21. Do you prefer fresh vegetables instead of frozen or canned?
22. Do you enjoy potatoes (mashed, fried, baked, scalloped, steamed)?
23. Are there certain vegetables that you enjoy (carrots, beets, corn, squash, beans, peas, etc.)?
24. Any allergies to vegetables?
25. How about having some coleslaw?
26. Do you enjoy cottage cheese?



27. What kind of salad do you enjoy: regular, chef, Caesar, etc. and do you want salad dressing (Italian, Ranch, Caesar, Bleu Cheese, low fat, etc.)?
28. Do you eat rice (fried, white, brown, etc.)?
29. Would you enjoy having refried beans, ham and beans with your dinner meal?
30. Do you eat hot dogs?
31. How do you like your meats (beef, pork, chicken) cooked: rare, medium rare, medium or well done?
32. How about fish, are you allergic?
33. What kind of fish do you enjoy: salmon, cod, halibut, etc.?
34. Do you like shrimp, crab, lobster, scallops, clams, etc.?
35. How about some cocktail sauce or tartar sauce for your fish/seafood?
36. Are there any favorite casseroles that you might want to eat (tuna noodle, goulash, etc.)?
37. How about some macaroni and cheese?
38. Do you enjoy beef stew, chicken potpie, or chicken dumplings?
39. What types of fruit do you enjoy: bananas, oranges, apples, pears, grapes, melons, etc.?
40. Is there a special dessert that you enjoy (pie, cake, cookies, ice cream, etc.)?
41. How about some snacks: crackers, pretzels, potato chips, etc.?
42. Do you like nuts (walnuts, peanuts, almonds, pecans, etc.)?
43. Are you allergic to nuts?
44. Do you like applesauce?
45. Are you allergic to chocolate?
46. If you are not allergic to chocolate, what kind do you enjoy?
47. Do you drink carbonated beverages?
48. Do you drink alcoholic beverages?
49. Do you enjoy ethnic foods: Asian, Mexican, Chinese, Italian, etc.)?
50. How about fast foods: McDonald's, KFC, Wendy's, Burger King?



## Consumer File

### How's Your Nutritional Health?

The warning signs of poor nutritional health are often overlooked. Below is a nutritional inventory to help you find out if you or a consumer are at risk for having poor nutritional intake. Completing this inventory will be your first step toward understanding good nutritional health, how you can achieve and maintain it.

Read the statements below. Circle the number in the **yes** column for those that apply to you. For each yes answer, score the number in the box. Total your nutritional score.

Determine	Yes
1. I have an illness or condition that made me change the kind and/or amount of food I eat.	2
2. I eat fewer than 2 meals per day.	3
3. I eat few fruits or vegetables, or milk products.	2
4. I have 3 or more drinks of beer, liquor or wine almost every day.	2
5. I have tooth or mouth problems that make it hard for me to eat.	2
6. I don't always have enough money to buy the food I need.	4
7. I eat alone most of the time.	1
8. I take 3 or more different prescribed or over-the-counter drugs a day.	1
9. Without wanting to, I have lost or gained 10 pounds in the last 6 months.	2
10. I am not always able to shop or cook and/or eat on the go or feed myself fast food.	2
<b>TOTAL</b>	

#### Total Your Nutritional Score. If it's –

0-2            **Good!** Recheck your nutritional score in 6 months.

3-5            **You are at moderate nutritional risk.** See what you can do to improve your eating habits and lifestyle.

6 or more    **You are at high nutritional risk.** Use the Dietary approaches to making a healthier you, to determine what you can do to begin changes and improve your nutritional health.



# Consumer File

## Medication Assistance Record

Name of Client/Resident: \_\_\_\_\_

Physician: \_\_\_\_\_

Month/Year: \_\_\_\_\_

Medications	Dosage	Rx Date	Frequency	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
			B															
			L															
			D															
			E															
			B															
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# *Consumer File*

## Medication Information Sheet

Medication	Dose and Time	Action	Possible side effects, who to call, when





# Consumer File

## Dinner Menu Pattern

Month \_\_\_\_\_

Written by \_\_\_\_\_

Date \_\_\_\_\_

Menu Pattern	Monday Date _____	Tuesday Date _____	Wednesday Date _____	Thursday Date _____	Friday Date _____	Saturday Date _____	Sunday Date _____
Meat or Alternate- 3 oz of cooked low fat meat or its protein equivalent							
Vegetables/ Fruits- 2,4 oz portions							
Bread or Alternate-1 servings							
Low fat dessert- 1 serving							
Skim Milk or buttermilk 8 oz or calcium equivalent							
Vitamin A Source – 3 servings/week							
Vitamin C Source- Daily							







## THE PROFESSIONAL CAREGIVER

### CORE SKILL BEST PRACTICES CHECKLIST

To correctly demonstrate competency in providing care, the steps of each task shown below must be completed.

**"Competence is knowing what to do when."**

Richard Bandler



Practice the "Art of Caregiving" - The professional caregiver S.W.I.P.E.S. with every personal care task.

- **S** – **Supplies** should be gathered before starting the task.
- **W** - **Wash** hands before contact with consumer.
- **I** - **Identify** yourself by stating your name and address the consumer by his/her name.
- **P** -**Provide** for consumer's **privacy** throughout care with a curtain, screen, or door.
- **E** - **Explain** what you are doing to the consumer, speaking slowly, clearly, and directly, maintaining face-to-face contact, whenever possible, allowing consumer to respond.
- **S** – **Scan** the consumer's area to be sure everything is back in place.

**NOTE: Steps that appear in bold** are a critical part of the task and cannot be missed. If bolder steps are missed, it will count against you and the skill must be repeated.



## 1. Skill: Transfer Consumer From Bed To Chair/Wheelchair



1. **S.W.I.P.E.S.**
2. Position chair/wheelchair close to bed.
3. Fold up footrests or remove.
4. **Lock wheels on wheelchair.**
5. Assist consumer to roll toward side of bed.
6. **Assist consumer to sitting position with feet flat on the floor.**
7. Assist consumer to slide buttocks toward edge of bed.
8. Put non-skid footwear on consumer.
9. ***With transfer (gait) belt:***
  - i. **Stand in front of consumer.**
  - ii. **Position self to ensure safety of self and consumer during transfer**, keep your knees bent, feet apart, back straight.
  - iii. **Place belt around consumer's waist, and**
  - iv. **Grasp belt.**
10. ***Without transfer belt:***
  - i. **Stand in front of consumer.**
  - ii. **Position self to ensure safety of self and consumer during transfer.**
  - iii. Keep your knees bent, feet apart, back straight, arms around consumer's shoulder or beneath the under arm area - hold shoulder blade with palms.
11. Brace consumer's lower extremities with your knees.
12. Alert consumer to begin transfer by counting to three (or saying other prearranged signal).
13. **Assist consumer to stand.**
14. **Assist consumer to pivot to front of wheelchair with back of consumer's legs against wheelchair.**
15. **Lower consumer into wheelchair.** Have them hold onto armrests.
16. Reposition consumer and remove transfer belt, if used.
17. Position consumer's feet on footrests.
18. **Remove gloves if used and wash hands as final step.**

### **Skill Tips: Transfer Consumer From Bed To Chair/Wheelchair**

- Arm of the wheelchair almost touches the bed at 45-degree angle to bed.
- Before transferring consumer, support consumer's back by placing hands under shoulders, moving legs off bed and push with arms.
- Enable consumer to assist in transfer (ask consumer to lean forward, push forward from bed, etc.).
- Reposition consumer with hips touching back of wheelchair.



## 2. Skill: Turn and Reposition Consumer



1. **S.W.I.P.E.S.**
  2. Move consumer's body toward self.
  3. **Slowly roll consumer onto side, while supporting consumer's body.**
  4. **Position consumer in proper body alignment:**
    - **Head supported by pillow**
    - **Shoulder adjusted so consumer is not lying on arm and top arm supported**
    - **Back supported by supportive device**
    - **Top knee flexed, top leg supported by supportive device with hip in proper alignment**
  5. Cover consumer with top linen.
  6. Remove gloves if used and wash hands as final step.
- 

## 3. Skill: Assist Consumer to Ambulate



1. **S.W.I.P.E.S.**
2. Before ambulating, assist consumer to put on and properly fasten non-skid footwear.
3. **Encourage use of glasses and/or hearing aides.**
4. Stand in front of and face consumer.
5. Brace consumer's lower extremities.
6. ***With transfer (gait) belt:*** Place belt around consumer's waist and grasp the belt. Walk slightly behind and to one side (weaker side, if any) of consumer.
7. ***Without transfer belt:*** Place arms around consumer's torso under consumer's armpits, while assisting consumer to stand. Walk slightly behind and to one side of consumer, with arm supporting consumer's back..
8. Assist consumer to a position of comfort and safety and remove transfer belt, if used.
9. Washes hands as final step.

### Skill Tips: Assist Consumer to Ambulate

- Clarify with consumer where you are going and consumer's awareness of their own capabilities.
- Canes or assistive devices go forward first, then weaker leg and your support, then the stronger leg.
- Encourage consumer to stand straight and look forward, maintain measured, smooth rhythm.



#### 4. Skill: Perform Passive Range of Motion for One Shoulder



1. **S.W.I.P.E.S.**
2. Support consumer's arm at elbow and wrist, while performing range of motion for shoulder.
3. **Flexion/Extension** - Raise consumer's straightened arm toward ceiling and back toward head of bed and returns to flat position. Repeat at least 3 times.
4. **Abduction/Adduction** - Move consumer's straightened arm away from consumer's side of body toward head of bed, and return consumer's straightened arm to midline of consumer's body. Repeat at least 3 times.
5. **Rotation** - Place consumer's flexed elbow at consumer's shoulder level, rotate forearm toward head of the bed and rotate forearm down toward hip. Repeat at least 3 times.
6. **While supporting the limb, move joint gently, slowly, and smoothly through the range of motion to the point of resistance, discontinuing exercise if pain occurs.**
7. Remove gloves and wash hands as final step.

---

#### 5. Skill: Performs Passive Range of Motion for One Knee and Ankle



1. **S.W.I.P.E.S.**
2. **Extension/Flexion** - Bend the knee to the point of resistance and then return leg flat to bed. Repeat at least 3 times.
3. **Dorsal and Plantar Flexion** – With the leg straight, push/pull foot toward head, and push/pull foot down. Repeat at least 3 times.
4. **While supporting the consumer's leg at knee and ankle limb, move joints gently, slowly, and smoothly through the range of motion, to the point of resistance, discontinuing exercise if pain occurs.**
5. Remove gloves, if used, and wash hands as final step.

#### Skill Tips: Performs Passive Range Of Motion For One Knee and Ankle

- When assisting with dorsal flexion, keep foot on bed.
- When assisting with plantar flexion, toes point down.



## 6. Skill: Assist Consumer to Toilet using a Urinal



1. S.W.I.P.E.S.
  2. Put on gloves.
  3. Assist consumer as necessary to place the urinal between their legs.
  4. Assist consumer as necessary in placing penis in urinal.
  5. Hold urinal, if necessary.
  6. Provide materials for consumer to wipe themselves.
  7. Provide materials for consumer to wash his hands.
  8. Remove urinal and provide pericare if consumer is unable to do so for self.
  9. Remove gloves and put in trash.
  10. Wash hands as final step.
- 

## 7. Skill: Assist Consumer to Toilet using a Commode or Toilet



1. S.W.I.P.E.S.
2. Put on gloves.
3. Assist consumer as necessary with transfer to commode.
4. Assist consumer with cleaning themselves after toileting.
5. Transfer off commode/toilet as necessary.
6. Remove gloves and wash hands as final step.



## 8. Skill: Assist Consumer with use of Bedpan



1. **S.W.I.P.E.S.**
2. **Puts on gloves.**
3. Have consumer bend knees and raise hips.
4. **Place bedpan correctly under consumer's buttocks and position bedpan.**
5. **If necessary, roll consumer to side, place bedpan against the buttocks, roll consumer back.**
6. **Raise head of bed or use pillows to allow consumer to sit upright.**
7. Put toilet tissue within consumer's reach.
8. Ask consumer to let you know when finished.
9. **Once consumer is finished, lower head of bed before removing bedpan.**
10. Put on gloves before removing bedpan.
11. Remove bedpan and empty contents into toilet.
12. Rinse bedpan, pouring rinse water into toilet. Return to proper storage.
13. **Assist consumer to wash hands and dispose of soiled washcloth or wipe in proper container.**
14. Remove gloves and wash hands as final step.

### Skill Tips: Assist Consumer with use of Bedpan

- Standard bedpan: position bedpan so wider end of pan is aligned with consumer's buttocks.
- Fracture pan: position bedpan with handle toward foot of bed.



## 9. Skill: Assist Consumer with Peri-care



1. **S.W.I.P.E.S.**
2. Test water temperature and ensure that it is safe and comfortable before washing, and adjust if necessary.
3. **Put on gloves.**
4. Expose perineal area, making sure that the consumer's privacy is maintained.
5. **Keep bed clean and dry (i.e. roll pad into itself with wet side in/dry side out or remove pad and use clean, dry pad or protective linen).**
6. **Gently wash entire perineal area using:**
  - i. A wet, warm, soapy wash cloth, (light on the soap)
  - ii. A clean area of the washcloth or a clean washcloth for each stroke
7. Rinse entire perineal area with clean, warm water and washcloth, moving from front to back, while using a clean area of the washcloth or clean washcloth for each stroke.
8. Gently dry perineal area, moving from front to back and using a blotting motion with towel.
9. Turn consumer on side.
10. Wash, rinse, and dry buttocks and peri-anal area.
11. Remove wet incontinent pad or protective linen after drying buttocks.
12. Place a dry incontinent pad underneath client.
13. Reposition consumer.
14. **Dispose of linen and incontinent pad in proper containers.**
15. Empty, rinse, wipe basin, and return to proper storage.
16. **Remove** and dispose of gloves without contaminating self after returning basin to storage.
17. **Wash hands as final step.**



## 10. Skill: Provide Catheter Care



1. **S.W.I.P.E.S.**
2. Test water in basin. Determine if water temperature is safe and comfortable before washing, and adjust if necessary.
3. **Put on gloves** before contact with linen and/or consumer.
4. Expose area surrounding catheter only.
5. **Avoid tugging the catheter.**
6. Apply soap to wet washcloth.
7. Hold catheter near meatus (opening).
8. **Clean at least four inches of catheter nearest meatus.**
9. **Rinse at least four inches of catheter nearest meatus.**
10. **Clean and rinse moving in only one direction (i.e., away from meatus) using a clean area of the cloth for each stroke.**
11. **Dispose of linen in proper containers.**
12. Empty, rinse, wipe basin and return to proper storage.
13. **Remove and dispose of gloves** without contaminating self after returning basin to storage.
14. **Wash hands as final step.**

### Skill Tips: Provide Catheter Care

- Place towel or pad under catheter tubing before washing.
- 

## 11. Skill: Assist Consumer with Condom Catheter Care



1. **S.W.I.P.E.S.**
2. **Put gloves on.**
3. Expose genital area only.
4. **Wash and dry penis carefully, cut long hairs.**
5. Put skin prep over penis.
6. **Roll condom catheter over penis area.**
7. **Attach condom to tubing. Check that tip of condom is not twisted.**
8. Check that tubing is one inch below tip of penis.
9. Observe skin of penis for open areas.
10. If sores or raw areas are present, do not apply condom.
11. Report presence of sores or raw areas on or around penis.
12. **Remove gloves and wash hands as final step.**

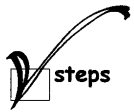


## 12. Skill: Emptying Urinary Drainage Bag



1. **S.W.I.P.E.S.**
  2. **Put gloves on.**
  3. Bring receptacle to drainage bag, or bring drainage bag to toilet.
  4. **Open end of drainage bag. Do not allow end of bag to touch anything.**
  5. Close bag.
  6. Clean with alcohol wipe.
  7. **Empty receptacle.**
  8. **Rinse receptacle.**
  9. **Remove gloves.**
  10. **Wash hands as final step.**
- 

## 13. Skill: Assist Consumer to Get Dressed



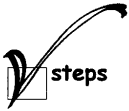
1. **S.W.I.P.E.S.**
2. Put on gloves if you will be in contact with blood or body fluids.
3. Enable consumer to participate in choice of clothes.
4. **Encourage consumer to do as much of the dressing as he/she is capable of. Assist with what consumer is unable to do.**
5. **After consumer has clothes on, help him/her with putting on shoes or slippers. Look for any blisters or red areas on the feet. Check to make sure shoes or slippers fit well and give support.**
6. **Check – are shoelaces tied, buttons done, zippers up and tails tucked?**
7. Apply prosthetic devices.
8. Comb hair and assist with other grooming tasks.
9. Dispose of soiled clothing in the appropriate container.
10. **Remove gloves and wash hands as final step.**

### **Skill Tips: Assist Consumer To Get Dressed**

- Remember that what you are comfortable with may not be comfortable for your consumer. Take into consideration the age and activity level of the consumer as well as room temperature or the temperature outside.
- Be gentle. Do not overextend a consumer's limbs or use force to get clothing on.
- Remember to apply prosthetic devices (i.e. splints, dentures, eyeglasses, hearing aids).
- Assist the consumer with hair and other grooming tasks as needed.



## 14. Skill: Dress Consumer with Affected Right Arm



1. S.W.I.P.E.S.
2. Ask consumer what he/she would like to wear.
3. Remove consumer's gown/sleep wear while protecting privacy.
4. **Assist consumer to put the right (affected) arm through the right sleeve of the shirt, sweater, or slip** before placing garment on left (unaffected) arm.
5. Assist consumer to put on skirt, pants, shirt, or dress.
6. **Put on non-skid footwear.**
7. **Finish with consumer dressed appropriately and seated.**
8. Place gown in soiled linen container.
9. **Wash hands as final step.**

### Skill Tips: Dress Consumer With Affected Right Arm

- Put on all items, moving consumer's body gently and naturally, avoiding force and over extension of limbs and joints.
- Finish with consumer dressed appropriately (i.e. clothing right side out, zippers and buttons fastened, etc.)

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## 15. Skill: Put One Knee-High Elastic Stocking on Consumer



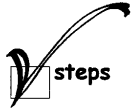
1. S.W.I.P.E.S.
2. Have consumer elevate leg(s) 15 minutes.
3. **Observe changes in skin color, temperature, swelling or open areas on the legs. Report changes or abnormal skin conditions and document.**
4. **Turn stocking inside out, at least to heel area.**
5. Place foot of stocking over toes, foot, and heel
6. **Pull top of stocking, over foot, heel, and leg.**
7. **Finish procedure making sure stocking is smooth**
8. **Wash hands as final step.**

### Skill Tips: Put One Knee-High Elastic Stocking On Consumer

- Move consumer's foot and leg gently and naturally, avoiding force and over-extension of limb and joints throughout the procedure.

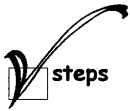


## 16. Skill: The Shave (With Safety Razor)



1. **S.W.I.P.E.S.**
  2. Put on gloves.
  3. Have consumer sit in front of mirror if possible.
  4. **Ask consumer if he wears dentures. If so, make sure they are in his mouth.**
  5. Wash face with warm, wet washcloth.
  6. Apply shaving lather to the area you are going to shave.
  7. **Hold razor securely.**
  8. **Hold skin taut with free hand and shave with smooth even movements in direction of hair.**
  9. **Rinse safety razor in warm water between strokes to keep the razor clean and wet.**
  10. Shave sides first, then nose and mouth.
  11. **Wash, rinse, and dry face.**
  12. Clean equipment and put away.
  13. **Remove gloves and wash hands as final step.**
- 

## 17. Skill: The Shave (With Electric Razor)



1. **S.W.I.P.E.S.**
2. Wash face with warm, wet washcloth, dry face.
3. Apply pre-shave.
4. Hold skin taut with free hand.
5. **Shave with slow, circular motion.**
6. Clean razor, and place for recharging.
7. **Remove gloves and wash hands as final step.**



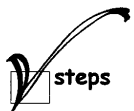
## 18. Skill: Provide Foot Care



1. **S.W.I.P.E.S.**
2. **Put on gloves**
3. **Put water in basin. Test water temperature. Ensure it is safe and comfortable before placing consumer's feet in water. Adjust if necessary.**
4. **Put the consumer's foot completely in the water.**
5. Remove foot from water.
6. Support foot and ankle properly throughout procedure.
7. **Dry entire foot, including between the toes.**
8. **If consumer is not diabetic, gently clean dirt out from under nail using orange stick.**
9. **Put lotion in your hand and massage lotion on consumer's foot.**
10. Assist consumer to replace socks and shoes.
11. Empty, rinse, wipe bath basin, and return to proper storage.
12. **Remove gloves and dispose in appropriate container.**
13. **Wash hands as final step.**

---

## 19. Skill: Provide Fingernail Care



1. **S.W.I.P.E.S.**
2. Put on gloves.
3. **Put water in bowl. Test water temperature. Ensure it is safe and comfortable before placing consumer's fingers in water. Adjust if necessary.**
4. Place basin of water at a comfortable level for consumer.
5. Put consumer's fingers in basin of water.
6. Dry consumer's hand including between fingers.
7. **Clean under nails with orange stick.**
8. **File or cut nails, straight across, as needed with clippers or emery board.**
9. Empty, rinse, wipe bath basin, and return to proper storage.
10. Dispose of soiled linen in soiled linen container.
11. **Remove gloves.**
12. **Wash hands as final step.**

### **Skill Tip: Provide Fingernail Care**

- Wipe orange wood stick on towel after each nail.
- Finish with nails smooth and free of rough edges.



## 20. Skill: Give Modified Bed Bath



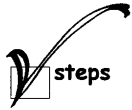
1. **S.W.I.P.E.S.**
2. Remove or fold back top bedding, remove consumer's gown/sleep wear.
3. Cover consumer with a sheet or bath blanket.
4. Put on gloves.
5. **Test water temperature and ensure it is safe and comfortable before bathing consumer. Adjust if necessary.**
6. **Change water as often as necessary and after perineal care.**
7. Give the consumer the opportunity to wash themselves as much as possible.
8. **Uncover wash, rinse, and dry only one body part at a time.**
  - i. Wash and dry face.
  - ii. Expose one arm and place towel underneath arm.
  - iii. Wash, rinse, and dry back, buttocks, and peri area.
  - iv. Wash, rinse, dry arm, hand, and underarm.
9. **Move consumer's body gently and naturally. Avoid force and over-extension of limbs and joints during the procedure.**
10. **Provide protection from rolling off bed and assist consumer to the side.**
11. **Put on clean clothing/nightwear.**
12. Remove bedding that may have gotten wet.
13. **Empty, rinse, wipe bath basins and return to proper storage.**
14. Place soiled clothing and linen in soiled linen container.
15. **Remove gloves and dispose of in appropriate container.**
16. **Wash hands as final step.**

### Skill Tips: Give Modified Bed Bath

- Wash, rinse, and dry body. Start at head, work down and complete front first, unless the consumer has another preference.
- Wash face, with no soap, beginning with the eyes, using a different area of the washcloth for each eye, washing inner corner to outer corner.
- Use a blotting motion, to dry the body.
- Massage back, if consumer would like you to.



## 21. Skill: Shampoo Consumer's Hair in Bed



1. **S.W.I.P.E.S.**
  2. **Test water temperature.**
  3. Remove pillow.
  4. **Protect head of bed with waterproof covering. Place collective device (shampoo tray under consumer's head).**
  5. Put on gloves.
  6. Wet hair and apply a small bit of shampoo.
  7. **Lather and massage scalp, rinse until water is clear.**
  8. Remove collection device and wet linen.
  9. Towel dry and comb hair.
  10. **Place soiled towels into proper container.**
  11. **Remove gloves and dispose in appropriate container.**
  12. **Wash hands as final step.**
- 

## 22. Skill: Assistance with Shower (with use of bath bench)



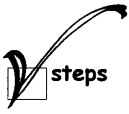
1. **S.W.I.P.E.S.**
2. Assist consumer to remove clothing.
3. **Test the temperature of the water. Adjust if necessary.**
4. Put on gloves.
5. **Assist to transfer into the tub or shower. Ask consumer if they would like a towel on the seat.**
6. Ask the consumer to participate in washing.
7. **Assist to wash those parts the consumer cannot reach.**
8. Assist consumer to transfer out of the tub or shower.
9. **Assist consumer to dry. Assist consumer to dress. Look for skin problems, especially at pressure points and feet.**
10. **Place soiled towels and clothing into proper container.**
11. Clean bath/shower area.
12. **Remove gloves and dispose of in appropriate container.**
13. **Wash hands as final step.**

### **Skill Tips: Assistance With Shower (with use of bath bench)**

- Move body parts gently and naturally, avoiding force and over extension of limbs and joints.



## 23. Skill: Making an Unoccupied Bed



1. **S.W.I.P.E.S.**
  2. Place clean linens on a clean surface within easy reach.
  3. **Put on gloves.**
  4. Remove all disposable pads in bed and dispose of them in an appropriate manner.
  5. Roll all soiled linen to the center of the bed.
  6. **Remove soiled linen. Avoid contact with skin or clothing.**
  7. **Place soiled linen in a dirty linen container, directly into washer, or lay on waterproof barrier.**
  8. Put bottom sheet on bed making sure there are no wrinkles.
  9. Apply top linen, including pillowcase.
  10. **Remove gloves and wash hands as final step.**
- 

## 24. Skill: Feed Consumer Who Cannot Feed Self



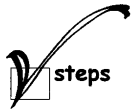
1. **S.W.I.P.E.S.**
2. Assist consumer to put on clothing protector or cover.
3. Sit at consumer's eye level.
4. **Offer food in bite-size pieces.**
5. **Wipe food from consumer's mouth and hands as necessary and at the end of the meal.**
6. **Offer a beverage to consumer during the meal.**
7. Remove clothing protector and dispose of in proper container.
8. Remove leftover food.
9. **Wash hands as final step.**

### **Skill Tip: Feed Consumer Who Cannot Feed Self**

- Alternate types of food offered allowing for consumer preferences (i.e., do not feed all of one type before offering another type).
- Make sure consumer's mouth is empty before the next bite of food or sip of beverage.
- Talk with consumer during meal.



## 25. Skill: Assistance With Self Medication



1. **S.W.I.P.E.S.**
  2. Remind the consumer when it is time to take a prescribed medicine.
  3. **Look at medication container label to make sure it is the correct medication.**
  4. **Hand the medication container to the consumer.**
  5. Open the medication container.
  6. **Return cap to medication and place in appropriate place.**
  7. **Observe if they take medication or not.**
  8. Document the taking or omission of medication.
  9. **Remove gloves if used and wash hands as final step.**
- 

## 26. Skill: Provides Mouth Care



1. **S.W.I.P.E.S.**
2. Ensure consumer is in an up-right sitting position.
3. Put on gloves.
4. Place towel across consumer's chest.
5. Moisten toothbrush or toothette.
6. Apply toothpaste to toothbrush or toothette.
7. **Clean entire mouth (including tongue and all surfaces of teeth), using gentle motions.**
8. Assist consumer to rinse his/her mouth.
9. Hold basin to consumer's chin.
10. Wipe consumer's mouth and remove towel.
11. Dispose of soiled linen in soiled linen container.
12. Clean and return toothbrush, toothpaste, etc. to proper storage.
13. Remove gloves and dispose of appropriately.
14. Wash hands as final step.

### Skill Tips: Provides Mouth Care

- Be careful not to touch the brush part of the toothbrush to other surfaces such as the counter, the sink, your bare hands, etc.



## 27. Skill: Clean and Store Dentures



1. **S.W.I.P.E.S.**
2. Put on gloves.
3. **Line sink/basin with a towel/washcloth or by filling it with water.**
4. **Obtain dentures from consumer or gently remove them from consumer's mouth if he/she is unable to do so. Take the lower denture out first, then the upper denture.**
5. Rinse dentures in cool running water before brushing them.
6. Apply toothpaste or denture cleanser to toothbrush.
7. **Brush dentures on all surfaces.**
8. Rinse all surfaces of denture.
9. **Rinse denture cup.**
10. Place dentures in clean denture cup with solution or cool water.
11. **Return denture cup to proper storage.**
12. **Clean and return supplies and equipment to proper storage.**
13. Dispose of sink liner.
14. **Remove gloves and wash hands as final step.**

### **Skill Tips: Clean and Store Dentures**

- Dentures are very breakable and they can be slippery. Take care to avoid dropping them.
- Be careful to only place clean dentures on clean surfaces, such as the denture cup after it is rinsed.
- Be careful to not touch the toothbrush to unclean surfaces such as the counter or the sink



## 28. Skill: Hand Washing



1. **S.W.I.P.E.S.**
2. Make sure supplies are within easy reach so that no contaminated surface is touched during the procedure.
3. Turn on water at sink.
4. Wet hands and wrists thoroughly.
5. Apply skin cleanser or soap to hands.
6. **Lather all surfaces of fingers and hands, including above the wrists, producing friction, for at least 10 (ten) seconds, keep fingers pointing down.**
7. Thoroughly rinse all surfaces of hands and wrists without contaminating hands.
8. Use clean, dry paper towel to dry all surfaces of hands, wrists, and fingers without contaminating hands.
9. **Use clean, dry paper towel or clean, dry area of paper towel to turn off faucet without contaminating hands.**
10. Dispose of used paper towel(s) in wastebasket immediately after shutting off faucet.

## 29. Skill: Putting On & Taking Off Gloves

### Putting On Gloves



1. **S.W.I.P.E.S.**
2. **Wash hands before contact with gloves.**
3. **Check each glove for holes or other deterioration before using.**
4. Grasp glove at cuff and pulls onto other hand.
5. Grasp other glove at cuff and pull onto other hand.
6. **Check to make sure glove is snugly fit over each finger.**

### Taking Off Gloves

1. With one gloved hand, grasp the other glove just below the cuff.
2. **Pull glove down over hand so it is inside out.**
3. Keep holding removed glove with gloved hand and crumple it into a ball.
4. With two fingers or bare hand, reach under the cuff of the second glove.
5. Pull the glove down inside out so it covers the first glove.
6. **Throw gloves away.**
7. **Wash hands as final step.**



## ... Lessons From Lifting Louie

### Proper Lifting Techniques

1. First, size up the load—do not attempt to lift it alone if you have doubt in your ability to do so.
2. Make sure that your footing is secure. One foot may be forward of the other to attain good balance.
3. Bend the knees and squat (don't stoop) keeping the back as nearly vertical as possible. Spread the knees or lower one knee to get closer to the object.
4. Now start pushing up with your legs, thereby, using your strongest set of muscles. Keep the load close to your body as you come up.
5. Lift the object to the carrying position. If it is necessary to change your direction when in the upright position, be careful not to twist the body. Turn your body by changing the position of the feet.
6. In lowering the load to the floor from a waist-high carrying position, bend the knees. Keep the back straight with the load close to the body, lowering the load with the arm and leg muscles.
7. If you deposit the load on a bench or table, place it on the edge to make the table take part of the load. When pushing the load on or pulling it from the table, use the arms and body, keeping one leg ahead of the other to insure balance.





## Assisted Ambulation – Mechanical Devices

Equipment Type Considerations	Purpose	When Used	Consumer Abilities	Specific
1. Walker	Provide support and stability.	Learning to walk again, e.g., after fracture, stroke. When weight bearing is restricted.	Must be able to bear weight on one foot. Balance in an upright position. Use of hands and arms.	Adjusted to a suitable height by therapist. Keep objects out of way. No slippery floors or shoes.
2. Crutch Walking	Provide support and stability by using hands and arms more than legs.	Can bear weight on only one foot. Can bear only partial weight on both feet, e.g., fracture, injury, or birth defect.	Balance body in upright position. Have adequate strength in arm and shoulder muscles to support much of weight with hands. Have control of hip and knee joints to prevent buckling. Able to bear partial weight on both legs or full weight on one leg.	Adjusted at height for individual. Heavy rubber suction tips. Amount of pressure in axillary area. Slippery floors. Footwear.
3. Braces	Provides specific support for weakened muscles or joints. Provide immobilization of an injured part.	Weak muscles and joints. Injured part that can't be moved, e.g., stroke, and multiple sclerosis.	Depends on part of the body to which it is applied – neck, back, arm, and leg.	Custom made for individual consumer. May need protective padding.
4. Prosthesis (Artificial Limb)	Acts as arm or leg.	Limb is missing or incomplete, e.g., amputation, birth defect.	Skin or stump must be in healed state. Prosthesis must fit. Consumer must be able to bear weight of prosthesis.	Custom made. Tendency toward pressure sores.
5. Straight Cane	Provide stability and support.	When one side is weak or unsteady.	Must be able to hold cane. Must be able to bear weight on both legs.	Adjusted to suitable height. Hold on stronger side.
6. Quad Cane	Provide stability and support.	Gives more stable support than straight cane.	Must be able to hold cane. Must be able to bear weight on both legs.	Adjusted to suitable height. Hold on stronger side.

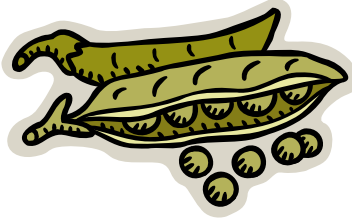


## Range of Motion Exercises

Body Part	Type of Joint	Type of Movement
Neck, cervical spine	Pivotal	<b>Flexion:</b> bring chin to rest on the chest. <b>Extension:</b> return head to erect position. <b>Hyperextension:</b> bend head back as far as possible. <b>Lateral flexion:</b> tilt head as far as possible toward each shoulder. <b>Rotation:</b> turn head as far as possible to the right and to the left.
Shoulder	Ball and Socket	<b>Flexion:</b> raise arm from side position forward to a position about the head. <b>Extension:</b> return the arm to position at side of body. <b>Hyperextension:</b> move arm behind the body, keeping elbow straight. <b>Abduction:</b> raise arm to the side to a position above the head with palm away from the head. <b>Adduction:</b> lower arm sideways and across the body as far as possible. <b>Internal rotation:</b> with elbow flexed, rotate the shoulder by moving the arm until the thumb is upward and lateral to the head. <b>Circumduction:</b> move the arm in a full circle. Circumduction is a combination of all movements of the ball-and-socket joints.
Elbow	Hinge Joint	<b>Flexion:</b> bend the elbow so that the lower arm moves toward its shoulder joint and the hand is level with the shoulder. <b>Extension:</b> straighten elbow by lowering hand. <b>Hyperextension:</b> bend the lower arm back as far as possible.
Forearm	Pivotal	<b>Supination:</b> turn lower arm and hand so that palm is up. <b>Pronation:</b> turn lower arm so that palm is down.
Wrist	Condyloid	<b>Flexion:</b> move palm toward inner aspect of the forearm. <b>Extension:</b> move fingers so that fingers, hands, and forearm are in the same plane. <b>Hyperextension:</b> bring dorsal surface of hand back as far as possible. <b>Radial flexion:</b> bend the wrist medially toward the thumb. <b>Ulnar flexion:</b> bend the wrist laterally toward fifth finger.
Fingers	Condyloid hinge	<b>Flexion:</b> make a fist. <b>Extension:</b> straighten fingers. <b>Hyperextension:</b> bend fingers back as far as possible. <b>Abduction:</b> spread fingers apart. <b>Hyperextension:</b> bring fingers together.
Thumb	Saddle	<b>Flexion:</b> move thumb across palmar surface of hand. <b>Extension:</b> move thumb straight away from hand. <b>Abduction:</b> extend thumb laterally (usually done when placing fingers in abduction and adduction). <b>Adduction:</b> move thumb back toward hand. <b>Opposition:</b> touch thumb to each finger of the same hand.



Body Part	Type of Joint	Type of Movement
Hip	Ball and socket	<b>Flexion:</b> move the leg forward and up. <b>Extension:</b> move leg back beside the other leg. <b>Hyperextension:</b> move leg behind body. <b>Abduction:</b> move leg laterally away from body. <b>Adduction:</b> move leg back toward medial position and beyond if possible. <b>Internal rotation:</b> turn foot and leg toward the other leg. <b>External rotation:</b> turn foot and leg away from the other leg. <b>Circumduction:</b> move leg in a circle.
Knee	Hinge joint	<b>Flexion:</b> bring heel back toward back of thigh. <b>Extension:</b> return heel to the floor.
Ankle	Hinge joint	<b>Dorsal flexion:</b> move foot so that toes are pointed upward. <b>Plantar flexion:</b> move foot so that toes are pointed downward.
Foot	Gliding	<b>Inversion:</b> turn sole of foot medially. <b>Eversion:</b> turn sole of the foot laterally.
Toes	Condylloid	<b>Flexion:</b> curl toes downward. <b>Extension:</b> straighten toes. <b>Abduction:</b> spread toes apart. <b>Adduction:</b> bring toes together.



## Top 20 High Fiber Foods

1. Dried beans, peas, and other legumes
2. Bran cereals
3. Fresh or frozen lima beans
4. Fresh or frozen green peas
5. Dried fruit: figs, apricots, and dates
6. Raspberries, blackberries, and strawberries
7. Sweet corn
8. Whole-wheat and other whole grain products
9. Broccoli
10. Baked potato with skin
11. Green snap beans, pole beans, and broad beans
12. Plums, pears, and apples
13. Raisins and prunes
14. Greens
15. Nuts
16. Cherries
17. Bananas
18. Carrots
19. Coconut
20. Brussels sprouts



## Fat: Where It's At

Fat	Fruits	Vegetables
0 Grams	Apple (1 medium) Applesauce (1/2 cup) Banana (1 medium) Cantaloupe (1/4 medium) Fruit Cocktail (1/2 cup) Grapefruit (1/2 medium) Grapes (1/2 cup) Orange (1 medium) Orange Juice (1/2 cup) Pear (1 medium) Pears (1/2 cup) Pineapple (1/2 cup) Raisins (1/4 cup) Strawberries (1/2 cup) Watermelon (1/2 cup)	Broccoli (1/2 cup) Cabbage (1/2 cup) Carrots (1 carrot) Cauliflower (1/2 cup) Celery (1 stalk) Corn, frozen, cooked (1/2 cup) Greens (1/2 cup) Green beans (1/2 cup) Green peas (1/2 cup) Green pepper (1/2 pepper) Lettuce (1/2 cup) Potato, baked (1 large) Sweet potato, baked (1/2 medium) Tomato, fresh (1 tomato) Tomato juice (1/2 cup) Tossed salad, without dressing (1/2 cup) Zucchini (1/2 cup)
1 Gram		Corn, canned, cream style (1/2 cup) Corn on the cob, fresh, cooked (1 ear) Winter squash, fresh baked (1/2 cup)
3 Grams		Coleslaw (1/2 cup) Sweet potato, candies (1/2 medium)
5 Grams		Potatoes, French-fried oven-heated (10 strips) Potatoes, mashed (1/2 cup)
15 Grams		Avocado, sliced (1/2 medium)



## Fat: Where It's At

Fat	Milk Group	Grain Group
0 Grams	Milk, chocolate, nonfat (1 cup) Milk, skim (1 cup)	Corn Flakes (1 oz) Cream of Wheat, cooked (1/2 cup) Grits, cooked (1/2 cup) Macaroni, Plain (1/2 cup) Rice, white (1/2 cup) Sugar frosted flakes (1 oz)
1 Gram	Cheese, cottage 1% low fat (1/2 cup)	Bagel, plain (1/2 bagel) Bran flakes (1 oz) Bread, pita (1/2 pita) Bread, white (1 slice) Bread, whole wheat (1 slice) Crackers, graham (2 crackers) Crackers, saltines (4 crackers) French Bread (1 slice) Hamburger bun (1/2 bun) Hard Roll (1/2 roll) Hot dog bun (1/2 bun) Muffin, English plain (1/2 muffin) Oatmeal, instant cooked (1/2 cup) Rice, brown (1/2 cup) Tortilla, corn (6" tortilla)
3 Grams	Cheese, cottage, 2% low fat (1/2 cup) Cheese, parmesan grated (1 Tbsp)	Biscuit (1 biscuit) Crackers, whole wheat (2 crackers) Dinner roll (1 roll) Pancake, plain (4" pancake) Tortilla, flour (8" tortilla)
5 Grams	Cheese, cottage creamed (1/2 cup) Cheese, mozzarella, part skim (1 oz) Ice cream, store brand (1/2 cup) Milk, 2% low fat (1 cup) Milk, chocolate, 2% low fat (1 cup) Pudding (1/2 cup)	Crackers, snack (4 crackers) Croissant, plain (1/2 roll) Granola (1 oz) Muffin, blueberry (1 small) Muffin, bran (1 small)
10 Grams	Cheese, American (1 oz) Cheese, cheddar (1 oz) Cheese, Monterey (1 oz) Cheese, Swiss (1 oz) Ice cream, premium (1/2 cup) Ice cream, soft serve (1/2 cup) Milk, whole (1 cup) Milkshake (10 fl. Oz) Note: 1 oz of cheese = 1 piece 1/2" square	



## Fat: Where It's At

Fat	Meat Group	Extras
0 Grams	Black-eyed peas (1/2 cup) Pinto Beans, dried, cooked (1/2 cup)	Angel food cake (1/12 cake) Barbeque sauce (1 tbsp) Catsup (1 tbsp) Coffee (cup) Gelatin, flavored (1/2 cup) Honey (1 tsp) Iced tea (12 fl. oz) Jelly (1 tsp) Maple syrup (1 tbsp) Pickle (1 pickle) Popcorn, air popped, unbuttered (1 cup) Soft drink, cola low calorie (12 fl. oz) Soft drink, cola regular, (12 fl. oz) Sugar (1 tsp) Tea (1 cup)
1 Gram	Flounder/sole, baked (3 oz) Refried beans, canned (1/2 cup)	French dressing, low calorie (1 tbsp) Gravy, beef, canned (1/4 cup) Mustard (1 tbsp) Pretzels (1 oz)
3 Grams	Chicken roasted, without skin (3 oz) Tuna, canned in water (3 oz)	Coffee whitener, nondairy, liquid (1 tbsp) Cream, half and half (1 tbsp) Popcorn, oil popped unbuttered (1 cup) Sour cream (1 tbsp)
5 Grams	Bologna, turkey (1 oz) Canadian bacon (2 slices) Chicken, roasted, with skin (3 oz) Egg, hard cooked (1 egg) Egg, scrambled (1 egg) Roast beef, lean only (3 oz) Tofu (1/2 cup) Tuna, canned in oil (3 oz) Turkey (3 oz)	Brownie, with nuts (1 small) Butter (1 tsp) Chocolate chip cookies (2 small) French Dressing, regular (1 tbsp) Italian dressing (1 tbsp) Margarine (1 tsp) Popcorn, oil popped buttered (1 cup) Popcorn, microwave light (3 cups)



10 Grams	Bacon (3 slices) Bologna (1 oz) Chicken, fried, batter dipped (3 oz) Egg, fried (1 egg) Fish sticks, oven-heated (3 oz) Ham (3 oz) Hot dog, chicken (2 oz) Salmon, baked (3 oz) Sausage, link (2 links) Sausage, patty (1 patty) Shrimp, breaded and fried (3 oz) Steak, rib eye, broiled (3 oz) Steak, sirloin, broiled (3 oz) Steak, T-bone, broiled (3 oz)	Chocolate cake (1/16 cake) Chocolate candy bar plain (1 oz) Corn chips (1 oz) Cream cheese (1 oz) Doughnut, cake type plain (1) Mayonnaise (1 tbsp) Oil and vinegar dressing, homemade (1 tbsp) Pie, chocolate cream (1/8 of 9" pie) Potato chips (1 oz) Tortilla chips (1 oz) Popcorn, microwave (3 cups)
15 Grams	Ground beef, extra lean, broiled (3 oz) Hot dog, beef (2 oz) KFC's Original Recipe Chicken (3 oz) McDonald's Chicken McNuggets (6 pieces) Peanut butter (2 tbsp) Pork chop, broiled (3 oz) Roast beef, lean and fat (3 oz) Sunflower Seeds no shell (1/4 cup)	Doughnut, yeast, glazed (1) Pie, apple (1/8 of 9" pie) Sweet roll, cinnamon (1 roll)
20 Grams	Ground beef, broiled (3 oz) KFC's Extra Crispy Chicken (3 oz) Peanuts, dry or oil roast (1/4 cup)	Cheesecake (1/12 cake)
25 Grams	Polish sausage (3 oz) Spareribs (3 oz)	Pie, pecan (1/8 or 9" pie)



## Fat: Where It's At

Fat	Combination Foods
1 Gram	Baked Beans (1/2 cup)
3 Grams	Chicken noodle, clam chowder, cream of tomato canned soups with water or skim milk (1 cup) Pork and Beans, canned, (1/2 cup)
5 Grams	Pizza, cheese (1/4 of 12") Soup, clam chowder with whole milk (1 cup) Soup, cream of tomato with whole milk (1 cup)
10 Grams	Beef and vegetable stew (1 cup) Burrito, beef (1 burrito) Chili (1 cup) Chow mein, chicken (1 cup) Macaroni and cheese frozen, cooked (1 cup) McDonald's Egg McMuffin (1 sandwich) Pizza, cheese and pepperoni (1/4 if 12") Spaghetti with meat balls (1 cup) Submarine sandwich with meat (2 oz) Wendy's chili (9 oz) with cheese (1 oz) Taco Bell's bean burrito (1 burrito) Taco Bell's taco (1 taco) Tuna salad (1/2 cup) Turkey sandwich (3 oz meat) (1 sandwich)
15 Grams	Arby's roast beef sandwich (1 sandwich) Chef's salad, without dressing (1 1/2 cups) Chop suey, beef Dairy Queen's hot dog (1 sandwich) Lasagna, without meat (2.5" x 2.5") Peanut butter (2 oz) and jelly sandwich (1 sandwich) Roast beef sandwich (3 oz meat) (1 sandwich) Wendy's single hamburger, plain (1 sandwich)
20 Grams	Burger King's Croissan'wich (1 sandwich) Cheeseburger, regular (1 sandwich) Chicken stir-fry with rice (1 1/2 cups) Dairy Queen's chili dog (1 sandwich) Enchilada, cheese (1 enchilada) Enchilada, cheese and beef (1 enchilada) Lasagna, with meat (2.5" x 2.5") Macaroni and cheese homemade (1 cup) Quiche, without bacon (1 small) Taco (1 small)



25 Grams	Burger King's Whaler (1 sandwich) Chicken Pot pie, frozen, baked (1 pot pie) Chicken salad (1/2 cup) McDonald's Filet-o-Fish (1 sandwich) Quiche, with bacon (1/8 pie) Wendy's broccoli and cheese potato (1 potato)
30 Grams	Fish sandwich with cheese (1 sandwich) McDonald's Big Mac (1 sandwich) McDonald's Biscuit with Sausage (1 sandwich) Pizza Hut's supreme personal pan pizza (1 pizza)
35 Grams	Arby's roast chicken club (1 sandwich) Burger King's Whopper (1 sandwich) Cheeseburger, large (1 sandwich) Wendy's Big Classic (1 sandwich)



# Assisting a consumer with self-medication in their own home

## General Information

- When assisting a consumer in their own home, use good practices.
- Caregivers are allowed to apply non-prescription ointments or lotions when “body care” is one of the tasks listed on the consumer’s service plan.
- If you work for an agency, there may be agency requirements that you have to follow.

## Storage

- The consumer may store their medications as they choose. It is always good practice to keep medications out of the reach of children and to store them in a cool, dry spot.

## Documentation and reporting

- There are no specific rules or laws for documenting in-home assistance with medications. However, the consumer or your agency may require that you record information about medication assistance.
- You may also be asked to report reactions or refusals by the consumer to take their medication.
- It is good practice to report any changes to your supervisor or the individual’s Case Manager, such as a difficulty remembering to take medication or difficulty with swallowing medication.



## Back Rub Procedure

- Assemble equipment.
- Wash your hands.
- Explain the procedure to the consumer.
- Position the consumer on his/her side.
- Expose the back area that you will rub.
- Lubricate your hands with lotion, cream, or oil.
- Use good body mechanics to protect your back.
- Add lubrication when needed, rubbing it briefly onto your hands to warm it before applying it to the consumer's back.
- Apply pressure with the palms of both hands, beginning at the lower back and working upward toward the shoulders. Use gentle, long, rhythmic strokes, upward and downward.
- Massage gently around any bony areas and observe them for redness.
- Continue this procedure for five to ten minutes, depending on the consumer's wishes. Watch for signs that the consumer is tired or irritated.
- Remove excess lotion.
- Assist the consumer with covering the back.
- Wash your hands.



## Consumer Environment

Find out location when first going to work in a consumer's home. Follow the guidelines listed below:

- Show by care setting:
  - Location in community
  - On a bus line
  - Near churches, schools, and stores
  - Where does consumer reside within the home
  - Layout of home: kitchen, living room, bathroom, etc.
  
- Safety Equipment:
  - Fire Extinguisher
  - Ensure that fire extinguisher is charged and has been inspected.
  - Phone and numbers to call in case of an emergency.
  
- Electrical control panels:
  - Location of inside or outside control panel
  - Extra fuses
  - Who to call for service
  
- Doors, windows, exits:
  - How many doors exit outside
  - How many windows open
  - Where do exits lead to
  - Screens
  - Types of locks on doors and windows
  
- Lights
  - Where are light switches
  - Extra light bulbs/tubes
  - Who to call for service
  - Where are lights outside
  
- Heat
  - Gas
  - Electrical
  - Oil
  - Forced Air
  - Propane
  - Wood
  - Who to call for service



## Food (supplies):

- Location of foods: canned and dried
- Refrigerator and freezer
- Location of fresh produce
  
- Equipment for food preparation:
  - Dishes and utensils
  - Bowls for serving and mixing
  - Serving dishes
  - Pots and Pans
  - Serving utensils
  - Cooking utensils
  - Knives
  - Microwave
  - Stove
  - Cutting boards
  - Storage containers
  
- Cleaning Supplies:
  - Location of supplies: soaps, bleach, etc.
  - Supplies are labeled
  - Sponges
  - Brushes
  - Cleaning rags
  - Where are vacuum, broom, dustpan, etc?
  
- Linens:
  - Location of linen closet
  - Towels, etc.
  - Sheets and pillow cases
  - Bed spreads
  - Pillows
  - Wash cloths
  - Plastic sheeting
  - Hand towels
  
- Bathroom:
  - Location of bathroom supplies
  - Toilet cleaner
  - Toilet paper
  - Kleenex
  - How many bathrooms are there
  - Tub and sink cleaner
  - Gloves



# Organization of Tasks

## How to Shop:

- ❑ Make a list
  - What type of food does consumer want
  - Check cabinets for food
  - How much to purchase
- ❑ Special Diet foods
  - What does consumer want
  - What does service/care plan have for diet
- ❑ Coupons
  - Does consumer collect coupons
  - Check newspaper ads
  - Check magazines
  - Check in-store coupons/sales
- ❑ When to shop: am or pm
  - Shop at large stores
  - Farmer's market for fresh produce
  - Meat market for fresh meats
  - Small neighborhood store
- ❑ Money, checkbook, and identification
- ❑ Transportation
  - Own car
  - Consumer car with consumer
  - Bus/Transit
  - Taxi
- ❑ Daily
- ❑ Weekly
- ❑ Bi-monthly
- ❑ Monthly
- ❑ Meals delivered: how often





## How to do laundry:

- ❑ Gather all soiled clothes
  - From bathroom
  - From bedrooms
  - From kitchen
- ❑ Separate whites from dark
  - Read labels in clothing
  - Line dry
  - Machine dry
- ❑ Spot cleaner if necessary
  - Is there a product in the home
  - Does consumer want to use product
  - Is consumer allergic
- ❑ Laundry detergent
  - Does consumer have a preference
  - Is consumer allergic to any laundry detergent
  - Is there laundry detergent in the home
- ❑ Bleach, if necessary
  - Read labels
  - Ask consumer if they want bleach to be used
  - Is consumer allergic
- ❑ Fabric softener if possible
  - Read labels
  - Ask consumer if they want fabric softener in their clothes
- ❑ Put laundry into washing machine
  - Make sure that washing machine is not overloaded
- ❑ Put detergent, bleach, fabric softener in
- ❑ Turn on washing machine
- ❑ Place washed items into dryer or hang accordingly
  - Fold and return to consumer's closet or dresser.
- ❑ Gloves: latex or non-allergenic





## How to clean house (floors, dishes, dusting, mopping, sweeping):

- ❑ Cleaning materials (dish soap, Pledge, etc.)
  - Read labels
  - Consumer allergies
  - Caregiver allergies
- ❑ Disinfectant (Bleach, Simple Green, etc.)
  - Read labels
  - Allergies to consumer and/or caregiver
- ❑ Vacuum
  - Check vacuum bag
  - Put new bag in
  - Insure that vacuum works, no frayed cords
- ❑ Mop
  - Dry mop
  - Wet mop
- ❑ Dustpan and brush
- ❑ Dusting cloths
- ❑ Gloves
  - Heavy duty
  - Latex
  - Check for allergies



- ❑ Broom
  - Whisk broom
  - Full size broom
- ❑ Shake rugs outside
  - Vacuum if bad weather
- ❑ Open windows if possible to air out
- ❑ Bucket
  - Plastic
  - Metal
- ❑ Wash windows
  - Cleaner
  - Check for allergic reactions
  - Read labels
  - Clean cloths/paper towels/newspaper
- ❑ Wash curtains, blinds, etc.
  - Take down curtains/blinds
  - Check labels before cleaning
  - Either machine wash or hand wash
- ❑ Wash floors



- Check labels on cleaner
- Check for allergic reactions
- Ensure consumer safety
- Vacuum rugs and other areas
  - Ensure consumer safety
  - Appropriate times
  - When does consumer want rug to be vacuumed.
- Clean bathroom
  - Wear gloves and mask if appropriate
  - Wash and disinfect tub and walls
  - Use bathroom cleaner for sink and toilets
  - Wash floors with disinfectant
  - Wipe all surfaces with disinfectant
  - Clean mirrors
  - Clean soap trays
  - Keep supplies in a safe place away from consumer
- Wash walls
  - Wear gloves and mask if appropriate
  - Use disinfectant
  - Ensure the safety of consumer due to allergies, etc.
  - Clean hi traffic areas frequently: light switches, hallways, etc.
- Dust furniture
  - Use appropriate cleaner
  - Wear gloves if needed
  - Use clean rags and or sponge
  - Check with consumer about heirlooms, antiques