



Caring for the Caregiver

2 HOUR CEU COURSE
FOR RCFE AND ARF
ADMINISTRATORS

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Course Outline

Our goal is to learn about:

Why caregivers are so important!!;

Filling your giving cup;

How to support one another;

Staying healthy;

Reducing stress;

Back and body safety; and

How to protect yourself against aggressive residents.

Definitions

DSS = Department of Social Services

RCFE = Residential Care Facility for the Elderly

ARF = Adult Residential Facility

SNF = Skilled Nursing Facility

AB = Assembly Bill

SB = Senate Bill

Resident = anyone living in long-term care

Caregivers

A caregiver is one of the most important members of our team!

Even if you are an Administrator, and don't provide "hands-on" care, you are still a "giver of care" to your residents.



Caregivers

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Why do you think residents move into your communities?

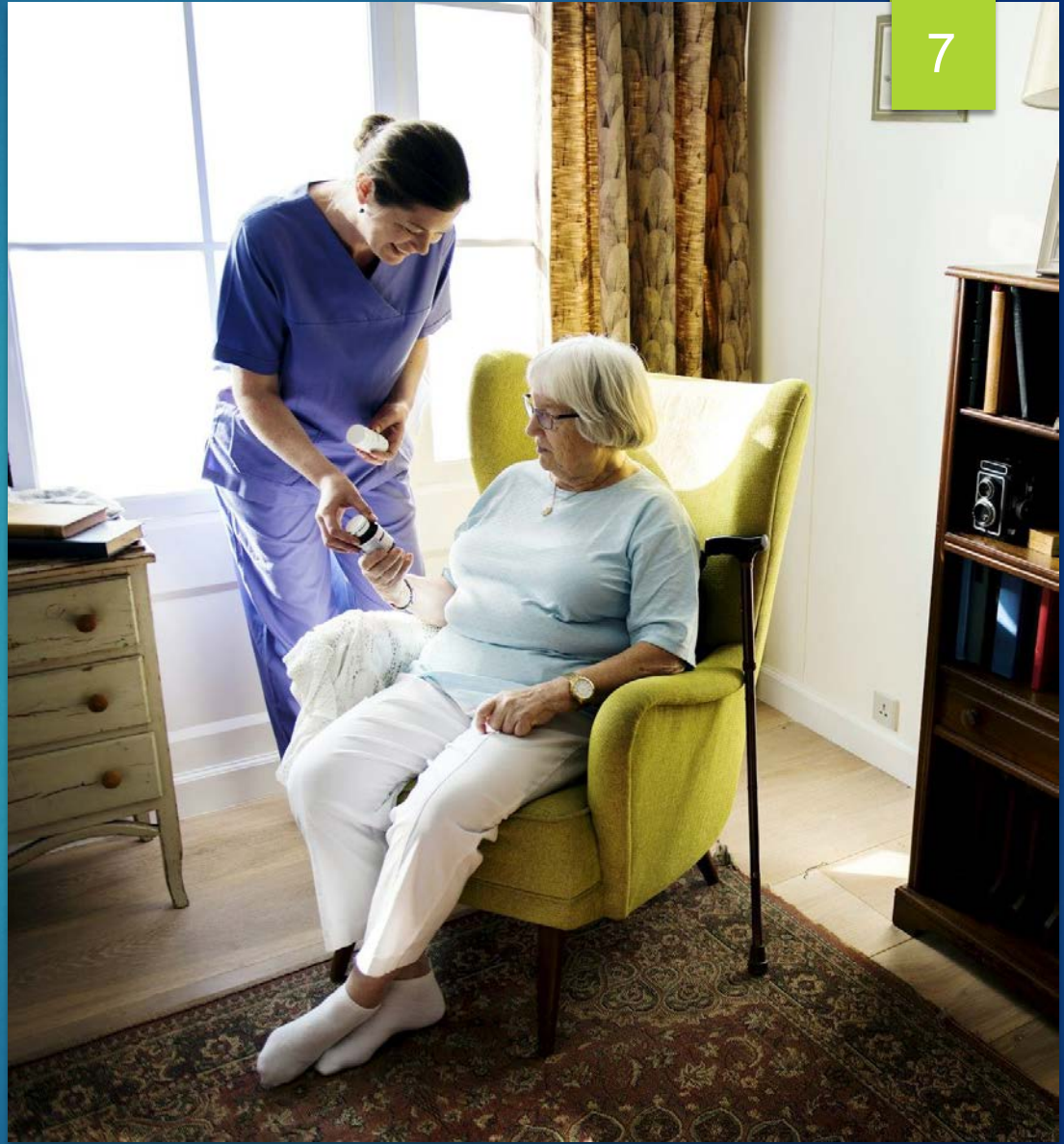
Residents don't buy real estate, they buy a **feeling**

- What is that feeling?
- Who provides that feeling?

Caregivers

Important because:

- They/you take care of our residents.
- They/you help to protect the safety and health of our residents.
- They/you are often the first person responding to an emergency.
- They/you become like a family member to our residents.
- They/you can positively affect our residents' lives.



The Giving Cup

Caregiving can be stressful, whether it's taking care of residents or your own family members.

It's important to fill your "giving cup" when it gets low so you are able to give back. How do you do that?

By practicing **self-care**.

Self-care?

This seems to be the new key phrase in well-being. What is “self-care”, really?

According to VeryWellMind.com*, “self-care” is defined as:

all about caring for yourself to ensure that both your physical and emotional needs are met. All the stress relief activities in the world won't help if you aren't taking care of yourself. Meditation won't do you any good if you aren't getting adequate sleep. In fact, when you try to meditate, you might doze off because you aren't taking care of your body's need for sleep.

*Source: <https://www.verywellmind.com/self-care-strategies-overall-stress-reduction-3144729>

Self-care

Yoga.
Meditation.
Sleep.
Work-life
balance.
WHO HAS
TIME FOR
ALL THIS?



Self-care

Let's learn
how to go
from this.....



to this.....



Keeping yourself healthy

Types of Self-Care



Physical



Social



Mental



Spiritual



Emotional

Why is it important to stay healthy?

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1. If you're not healthy, you can't come to work.
2. If you come to work sick, you might get residents, family or your co-workers sick.
3. If you're not healthy, you're probably not happy.
4. If you're stressed, you're probably not happy.

Staying Healthy

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Eat well.

Stay hydrated.

Exercise.

Reduce your stress.

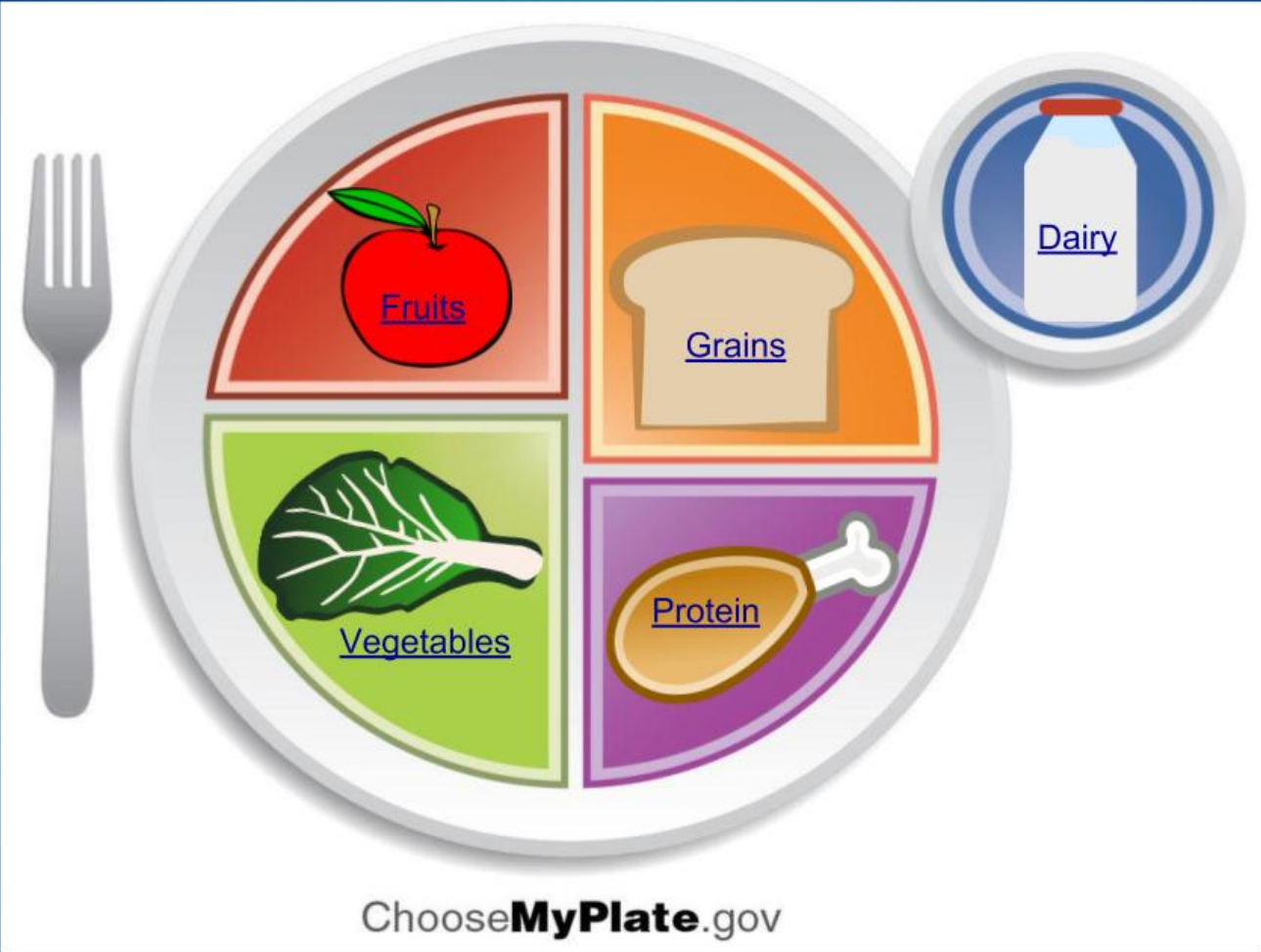
Have hobbies.

See friends and family.

Laugh.

Cry.

Eating Healthy



Eating Healthy (cont'd)

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1. Eat enough calories....but not too many (the average is 2,000, but it varies from person to person).
2. Eat a wide variety of foods.
3. Keep portions moderate.
4. Eat plenty of colorful fruits and vegetables, whole grains and beans.
5. Drink more water – at least 6 8-ounce glasses per day.
6. Limit sugars, salts, fats and processed foods.



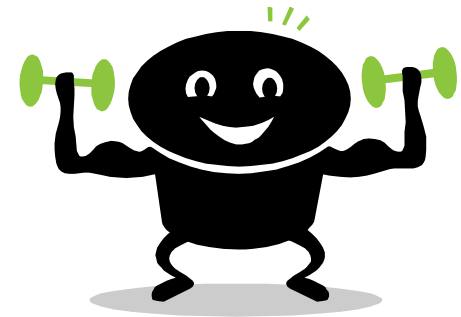
Eating Healthy (cont'd)

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7. Avoid trans fats.
8. Eat plenty of fiber-rich foods.
9. Avoid “white” foods.
10. Drink milk or other products for calcium.
11. Try to eat fish at least twice a week.
12. Try making one meal vegetarian.
13. Introduce new spices into your diet, such as cumin (it is good for your heart).
14. Eat foods with potassium, magnesium and iron.
15. Avoid fatty cuts of meat – try lean beef, pork, white-meat chicken.

Why? Exercise promotes better sleep, reduces tension and depression, and increases energy and alertness. Other reasons?

- ✔ Lose weight
- ✔ Reduce stress
- ✔ Relieve symptoms of depression and anxiety
- ✔ Reduce your risk of heart disease and certain types of cancer
- ✔ Boost your mood
- ✔ Give you more energy
- ✔ Help you sleep better
- ✔ Increase bone density
- ✔ Strengthen the heart and lungs
- ✔ Improve your quality of life



A photograph of a dumbbell and several weight plates on a concrete floor. The dumbbell is positioned diagonally across the upper half of the image, with its handle pointing towards the bottom right. The weight plates are scattered in the lower half of the image, some overlapping each other. The background is a plain, light-colored concrete surface.

Exercise (cont'd)

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- ⚡ Most adults need at least 30 minutes of moderate physical activity at least five days per week.
- ⚡ Examples include walking briskly, mowing the lawn, dancing, swimming for recreation or bicycling.
- ⚡ Stretching and weight training can also strengthen your body and improve your fitness level.

Exercise (cont'd)



The American Heart Association* says to:

- ♥ Do moderately intense cardio 30 minutes a day, five days a week
or
- ♥ Do vigorously intense cardio 20 minutes a day, three days a week
and
- ♥ Do eight to 10 strength-training exercises, 8 to 12 repetitions of each exercise twice a week

*Source: <https://www.heart.org/en/healthy-living/fitness/fitness-basics/aha-recs-for-physical-activity-in-adults>

Exercise (cont'd)

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Walking..... this simple activity that you have been doing since you were about a year old is now being touted as "the closest thing we have to a wonder drug," in the words of Dr. Thomas Frieden, former director of the Centers for Disease Control and Prevention*.

In addition to weight loss, reducing the risk of cancer, lubricating our joints, walking can help protect you during cold and flu season. A study of over 1,000 men and women found that those who walked at least 20 minutes a day, at least 5 days a week, had 43% fewer sick days than those who exercised once a week or less. And if they did get sick, it was for a shorter duration, and their symptoms were milder.*

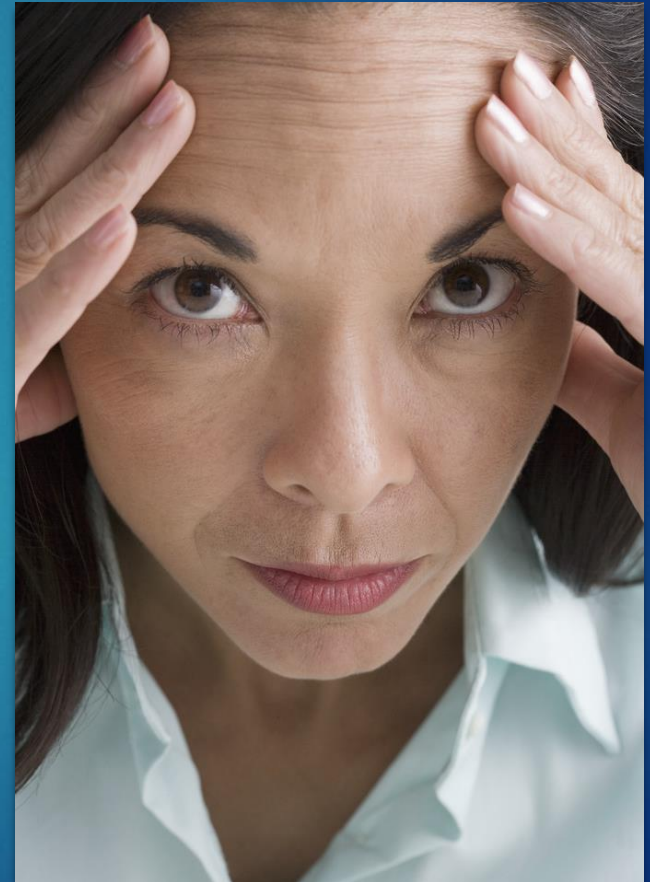
Having a stressful moment at work, take a short walk (if possible – don't leave your residents unattended!). It will help improve your mood!

*Source: <https://www.health.harvard.edu/staying-healthy/5-surprising-benefits-of-walking>

Fighting Stress

Dealing with challenging residents and family members each day can create large amounts of stress.

The following slides include tips for reducing the stress levels in your life.



Fighting Stress (cont'd)

1. **BREATHE.** Deep breathing is one of the oldest stress-busting techniques, and one of the best.

Stress can upset the normal balance of oxygen and carbon dioxide in your lungs – deep breathing helps correct this imbalance.

Take a deep breath through your nose, hold it for 7 seconds, and then let it out through your mouth. Do this 3-5 times.

Fighting Stress (cont'd)

2. **SMILE.** You can **“make” your mood,** and your mood can create stress or relax you.

It's hard to be unhappy when you smile – and smiles are contagious.



Fighting Stress (cont'd)

3. **LAUGH.** Maintaining a sense of humor is your best defense against stress.

Go ahead, tell a joke or laugh at yourself!

**Why did the gym
close down?**

**It just didn't
work out.**

Fighting Stress (cont'd)

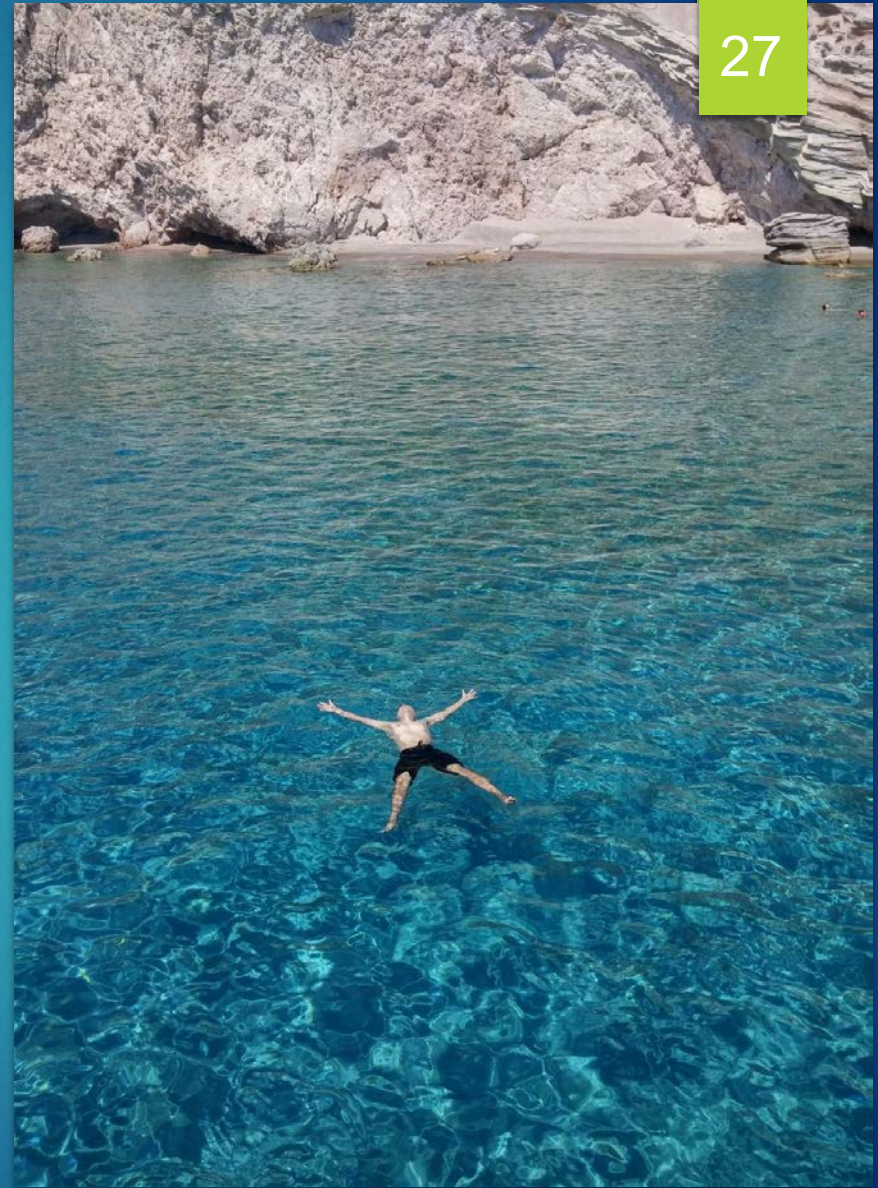
4. **LET IT OUT.** Keeping your anger and frustration inside can create immense amounts of stress.

Vent – but be careful who you vent to. Never to the residents.

Fighting Stress (cont'd)

5. TAKE A ONE-MINUTE VACATION.

Close your eyes for one minute and picture yourself floating in the warm, Caribbean ocean....or wherever you'd like to be. Smell it, taste it and feel it.



Fighting Stress (cont'd)

6. **RELAX.** Sometimes this is easier said than done.

We hold in tension by tightening our muscles. Tell yourself to relax your shoulders, your arms, etc. Make a fist, and then relax it. Flex your biceps, and then relax them.

REELAX

Fighting Stress (cont'd)

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7. DO DESK AEROBICS or TAKE A WALK.

Exercise is a vital component of a stress-managed life. Go ahead and walk around the block or do some chair exercises.



Fighting Stress (cont'd)

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8. **ORGANIZE.** Organization gives you a sense of control and lessens your stress level.

Imagine how you feel when you can't find something on your desk or when you are so busy that you can't decide what to do first.

Clean off your desk and make a priority list.

9. TIME FOR A BREAK.

Take a lunch break, read a few pages of a book or magazine, walk outside, anything it takes to get your mind off of your problem.

Put down the stress-creator and focus your energy on something different – even if it is only for a few minutes.



10. GIVE YOURSELF A GIFT.

Do you like flowers? Then put some on your desk.

Do you like candy? Then have some!

Have a favorite restaurant? Take yourself on a date. You deserve it, don't you?



Managing Anger

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Anger is a completely normal, healthy, human emotion.

But when it gets out of control and turns destructive, it can lead to problems— problems at work, in your personal relationships, and in the overall quality of your life.

Managing Anger (cont'd)

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When you get angry, your heart rate and blood pressure go up, as do the levels of your energy hormones and adrenaline.



Anger can range from mild irritation to intense fury and rage.

- ✓ Anger can be caused by both external and internal events.
- ✓ You could be angry at a specific person (like your boss, coworker or even a resident) or event (like bad traffic), or your anger could be caused by worrying or being anxious about your personal problems.

Managing Anger (cont'd)

- ☹ Suppressed anger can cause problems.
- ☹ Anger turned inward may cause hypertension, high blood pressure, or depression.
- ☹ It can also lead to passive-aggressive behavior (getting back at people indirectly, without telling them why, rather than confronting them head-on).



Managing Anger (cont'd)

- It's easy to become frustrated and even angry at residents who are resisting care, being combative or non-cooperative.
- If this happens, you should remove yourself from the situation, take a deep breath and try to calm yourself – take a “time-out!”

Managing Anger (cont'd)

Tips to keep anger at bay:

- ❖ Relaxation skills – deep breathing.
- ❖ Slowly repeat a calm word or phrase such as "relax." Repeat it to yourself while breathing deeply.
- ❖ Visualize that you are in a calm place, such as the beach or in the mountains.
- ❖ Gentle stretches can relax your muscles.

People get angry when they don't feel like they're being heard.



Try to think before you speak when you are angry – if not, you may say something you may regret later.



Also try not to become defensive when criticized. Talk about the problem in a constructive manner.

Managing Anger (cont'd)

Staying Healthy - Hobbies

- What are your hobbies?
- How much time do you allocate to your hobbies?
- What did you like to do when you were a child?
- Cultivate new hobbies and activities!
- Read, scrapbook, learn a new language, garden, play the piano or other instrument, cook, travel.....

Staying Healthy - Socialization







The British Medical Journal did a study and found that participants with a very strong personal network of close friends and confidants, survival rates were much higher than those with weaker ties to friends.

Staying Healthy - Socialization

- ☺ Friends are essential!
- ☺ Even married couples need friends.
- ☺ Real friends can be a source of self-esteem, affection, and good times, and also be a shoulder to cry on when we need it.
- ☺ Studies have shown that people who are isolated and lonely have a higher incidence of health problems.

Staying Healthy - Sleep

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-  Do you get 7-9 hours of sleep each night?
-  Are they restful hours or restless hours?
-  Do you suffer from insomnia?
-  Do you have to take sleeping medication?





Staying Healthy – Sleep (cont'd)

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Sleep is essential to our bodies' well-being.

Research has shown that too little sleep results in daytime sleepiness, increased accidents, problems concentrating, poor performance on the job and in school, and possibly, increased sickness and weight gain*.

*Source: National Sleep Foundation at <https://www.thensf.org/>

Staying Healthy – Sleep (cont'd)

Improving your sleep:

- ☑ exercise
- ☑ establishing regular bed and wake times
- ☑ dietary changes (less or no caffeine and alcohol)
- ☑ improving your sleep environment – quiet, dark, cool room

Supporting Your Fellow Coworkers

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Supporting your Coworkers



Practice respect.



Quit being defensive – you may learn something **new!** **You don't** *always* have to be right.



Help your coworkers if they need help – you may need them one day.



Learn how to communicate with coworkers the way they would like to be communicated with.

Supporting your Coworkers

Be

sensitive to cultural differences (the same is true to religious differences).

Be

on time for your shift – never make the person going home wait for you.

Attend

training sessions or staff meetings so you are aware of issues, policies, procedures, etc.

Don't
complain
about

residents or coworkers to other residents or coworkers. You never know who's listening.

Protecting Yourself Against Aggressive Residents

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Aggressive Residents

Types of aggressive behaviors:

Verbal aggression – yelling, cursing, screaming, making threats

Physical aggression – hitting, biting, scratching, throwing things, kicking, shoving

Aggressive and Agitated Behavior



Common reasons:

- ▶ Unmet needs such as hunger, or having to go to the bathroom
- ▶ Pain
- ▶ Loneliness
- ▶ Frustration
- ▶ Rejection
- ▶ A perceived threat
- ▶ Over-stimulation

Aggressive Residents (cont'd)

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ARF residents

- Pain
- Past behavior
- Over-stimulated
- Hearing voices
- Hallucinations
- Psychotic event

RCFE residents

- Dementia/Alzheimer's Disease
- Medications
- Over-stimulated (noise)
- Hearing issues
- Vision issues
- Pain

Agitated Behavior

- ❖ Frowning
- ❖ Speaking loudly
- ❖ Rattling door knobs
- ❖ Acting hostile
- ❖ Shaking his/her fists
- ❖ Speaking quickly
- ❖ Being unable to relax
- ❖ Pacing
- ❖ Waving his/her arms
- ❖ Wringing hands
- ❖ Backing away from others
- ❖ Elopement
- ❖ Refusing to do a task

Aggressive Behavior

Physical

- Biting
- Hitting
- Kicking
- Punching
- Pushing
- Slapping

Verbal

- Cursing
- Threatening
- Screaming
- Name-calling



Behaviors

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What do I do if a resident is being aggressive?

1. Back off.
2. Is the resident acting this way because they're in pain? If so, deal with it.
3. Do not take the resident's anger personally.
4. Do not argue with the resident.
5. Talk in a soft, low voice; do not yell back.
6. Reduce stimulation (TV, etc.).
7. Try to redirect the resident, if possible.

Behaviors (cont'd)

8. If the person bites, try to wear padded clothing.
9. If a resident throws things, give them soft items to throw.
10. If the resident throws eating utensils, try giving them finger food.
11. Place your body in a safe position if your resident hits or kicks – do not stand directly in front of them.

Out of Control Behaviors

- ▶ Protect yourself
- ▶ Protect the resident
- ▶ Protect others in the area
- ▶ Get help



Keeping Yourself Safe

Back and Body Safety



Who is at risk?



- ❑ Caregivers who have to transfer residents.
- ❑ People who have to lift, move or carry items around.
- ❑ Overweight or pregnant caregivers.
- ❑ Those who do not exercise regularly.
- ❑ Caregivers who are under stress.

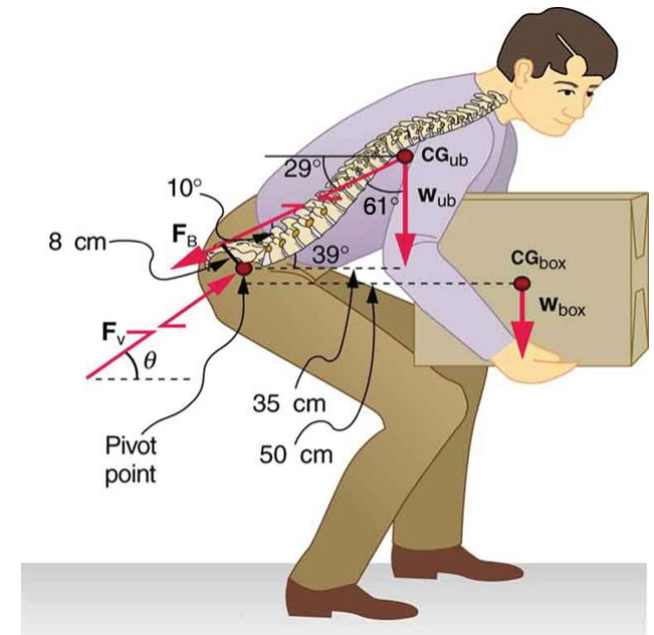
Tips for a Healthy Back

- ★ Always bend with your knees, not your waist.
- ★ If necessary, get assistance from a coworker when you have to transfer someone from a wheelchair to a bed, etc.
- ★ Center your body over your feet and let your legs do the lifting.
- ★ Push, do not pull.

Tips for a Healthy Back (cont'd)

Before lifting something, ask yourself:

- ★ Can I safely lift this myself?
- ★ How far do I have to carry this?
- ★ Is there a clear path for me to travel with this load?
- ★ Are there any closed doors in my path?
- ★ Will I be able to see where I'm going once I lift the load?



Tips for a Healthy Back (cont'd)



- Lift in one continuous motion – do not jerk.
- Avoid twisting your body when you lift. If you must turn, turn with your feet, not your body.
- Look straight ahead when lifting – this will keep your spine in alignment.



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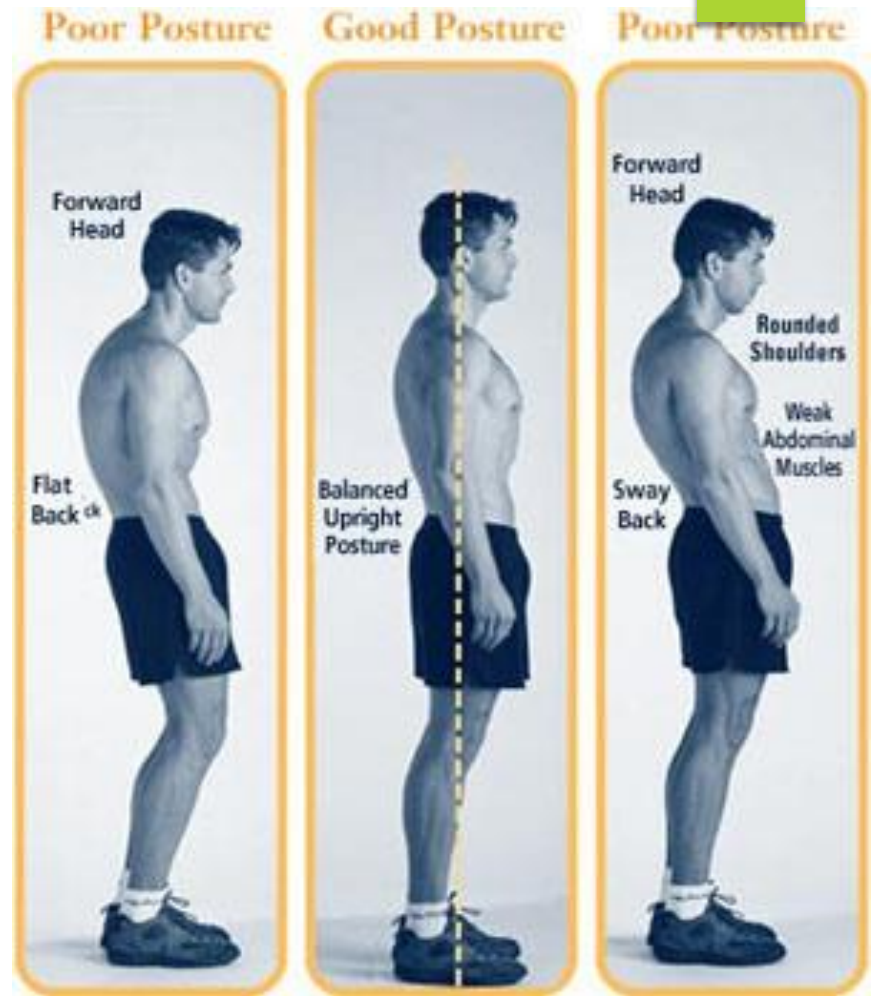
Tips for a Healthy Back (cont'd)

LIFT WITH
YOUR LEGS,
NOT YOUR
BACK.

Tips for a Healthy Back (cont'd)

- 🧑 The key to good posture is maintaining the balance of your spine.
- 🧑 If you hunch your back by slouching forward, you'll stress the discs in your lower back.
- 🧑 If you sway your back by arching backward, you'll stress the muscles and ligaments of the lower back.

Tips for a Healthy Back (cont'd)



Tips for a Healthy Back (cont'd)

- 🧑 Standing up straight means keeping your back's natural curves in balance. Imagine a straight line running from your ear, past your shoulder to your hip and then down past the front of your knee and ankle.
- 🧑 The muscles of your back, legs and abdomen help keep you balanced – keep them strong!



Tips for a Healthy Back (cont'd)

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Good posture gives you more energy by:

- ✓ letting your blood circulate better;
- ✓ helping you breathe deeper; and
- ✓ allowing your internal organs to function better.



Sources

68

VeryWellMind.com
Choosemyplate.com

Centers for Disease Control and
Prevention

The American Heart Association
Health.Harvard.edu

GoodRxHealth.com

Caregiver.com

MayoClinic.org

Healthline.com

ColumbiaDoctors.org

MedlinePlus.gov

Conclusion



Assisted Living Education
thanks you for attending its
course: *Caring for the
Caregiver*

We look forward to seeing you again at
another of our courses!