Caring for the Caregiver

2 HOUR CEU CLASS FOR RCFE AND ARF ADMINISTRATORS

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Definitions

DSS = Department of Social Services (the Department)

RCFE = Residential Care Facility for the Elderly

ARF = Adult Residential Facility

SNF = Skilled Nursing Facility

Resident = anyone living in long-term care

Physician = can also include “a licensed medical professional acting within their scope of practice”

Course Outline

Our goal is to learn:

- ✓ Why caregivers are so important!!!
- ✓ The traits of a successful caregiver;
- ✓ How to support one another;
- ✓ Staying healthy;
- ✓ Learning detachment;
- ✓ Back and body safety; and
- ✓ How to protect yourself against aggressive residents.





Caregivers

A CAREGIVER IS ONE OF THE MOST IMPORTANT MEMBERS OF OUR TEAM!



Caregivers

Why do you think residents move into your community and not the one down the street?

Residents are not buying real estate, they are buying the feeling they get when they walk into your community.

What is that feeling?

Who provides that feeling?

Caregivers

You are important because:

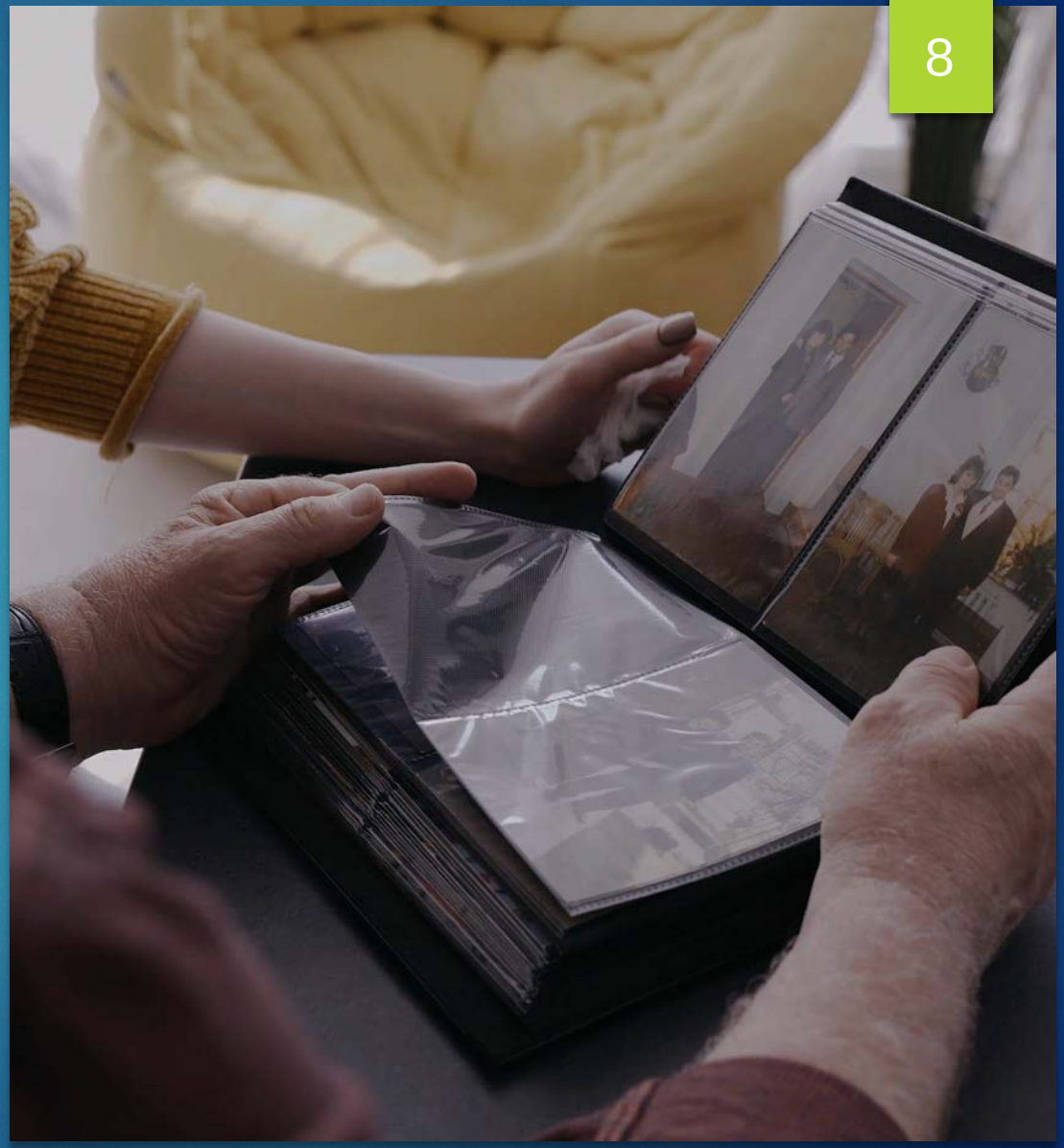
1. You take care of our residents.
2. You help to protect the safety and health of our residents.
3. You are often the first person responding to an emergency.
4. You become like a family member to our residents.
5. You can positively affect our residents' lives.



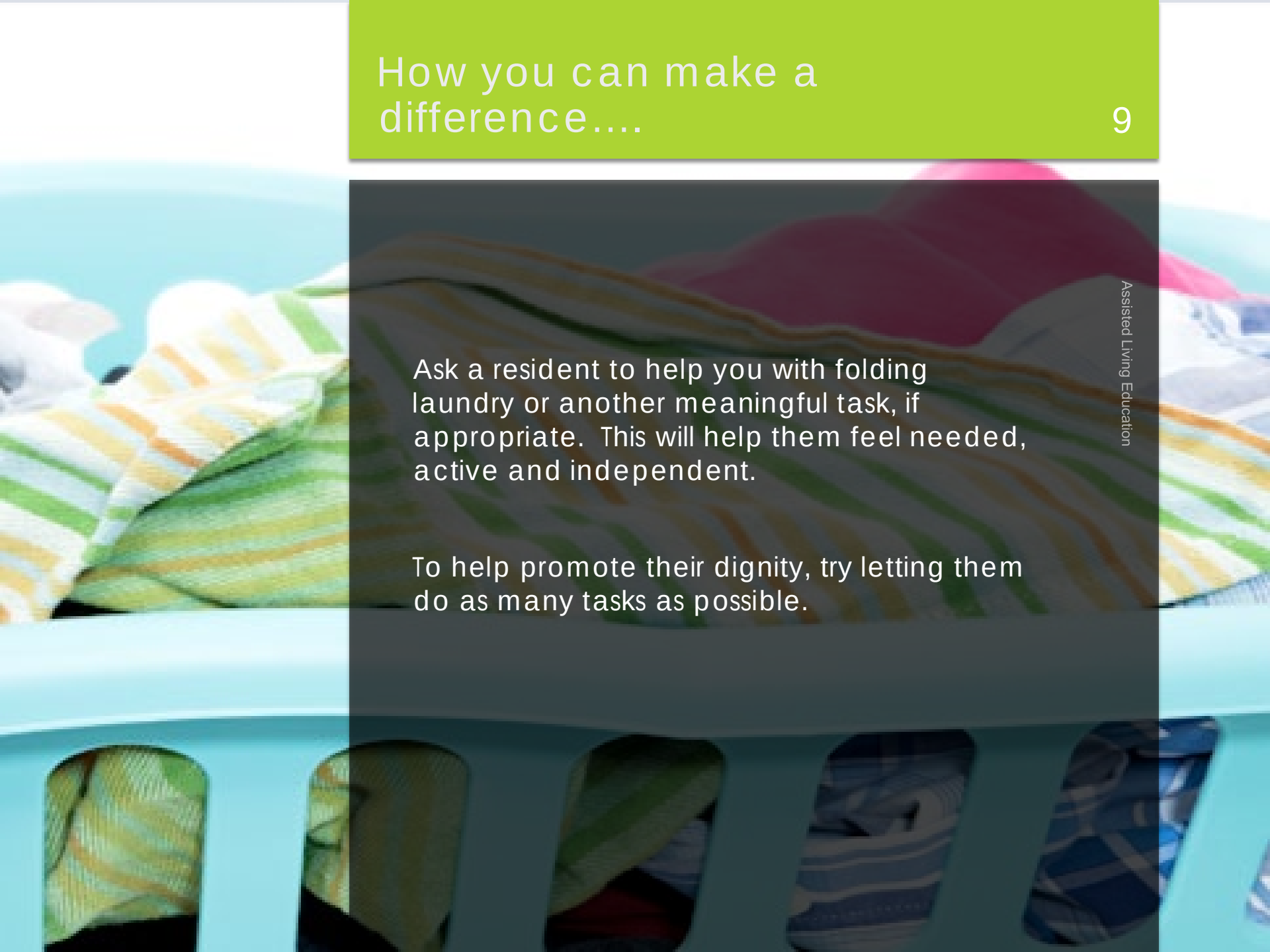
How you can make a difference....

By learning about the resident's past, such as looking at old photos with them, you stimulate memories and conversation.

This will help the resident feel like they are an individual and not just a resident of the facility.



How you can make a difference....



Ask a resident to help you with folding laundry or another meaningful task, if appropriate. This will help them feel needed, active and independent.

To help promote their dignity, try letting them do as many tasks as possible.

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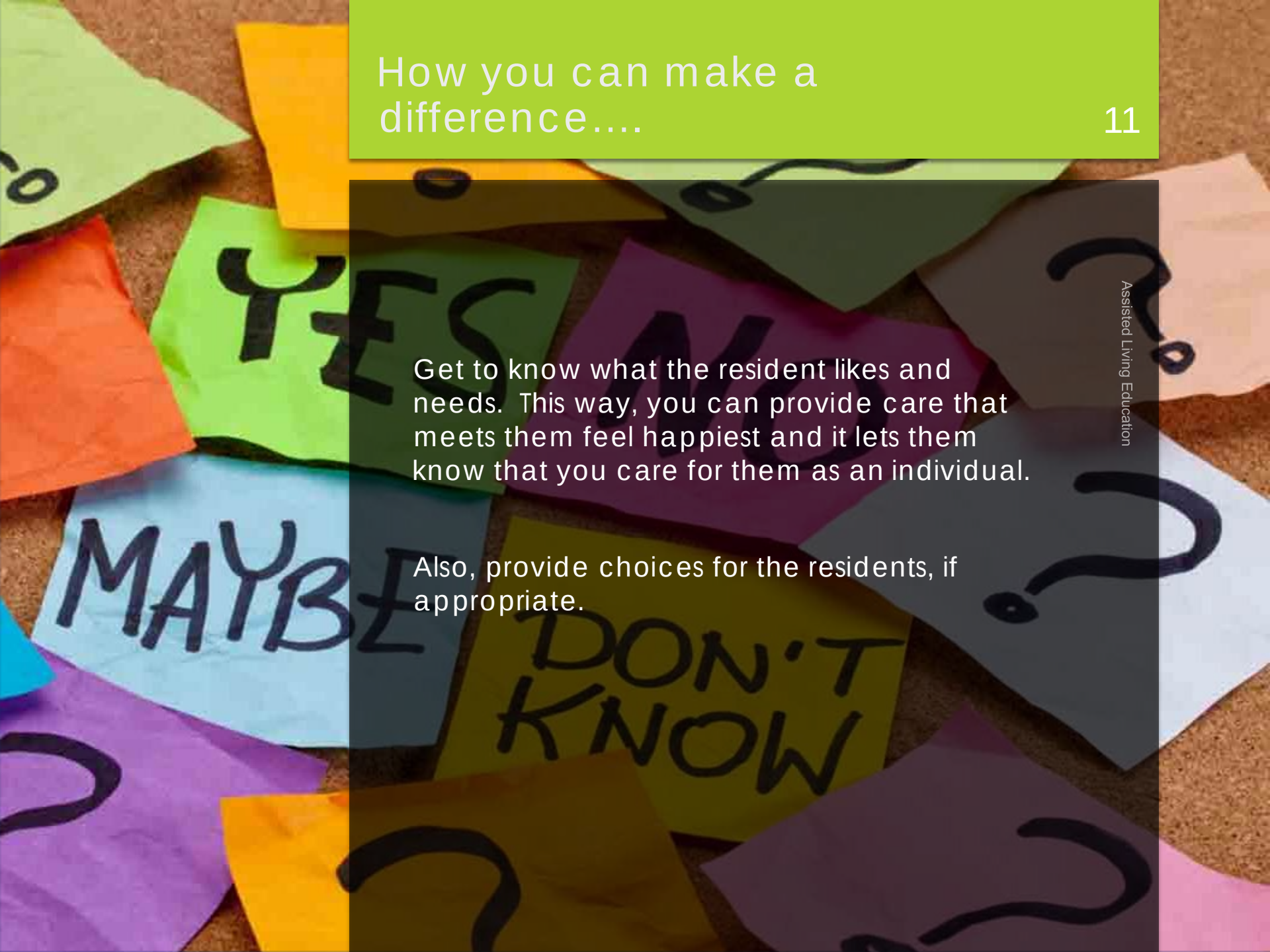
How you can make a difference....

Let the resident feel independent by letting them do as much as possible.

For example, allow extra time for the resident to accomplish the task themselves rather than rushing them and doing it for them.



How you can make a difference….



Get to know what the resident likes and needs. This way, you can provide care that meets them feel happiest and it lets them know that you care for them as an individual.

Also, provide choices for the residents, if appropriate.

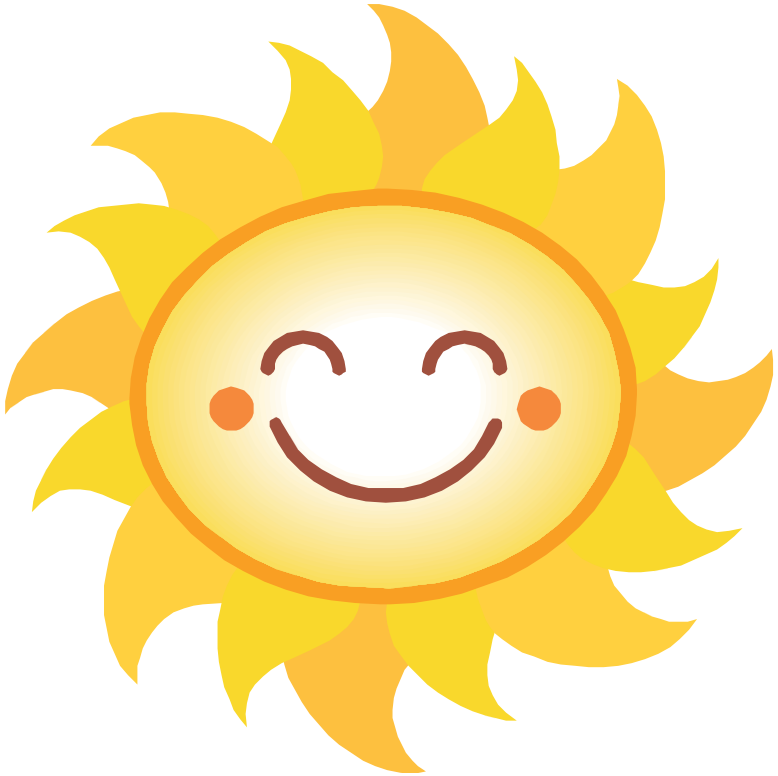
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The Traits of a Successful Caregiver

Caregivers

Traits of the successful caregiver:

- Patience
- Sense of humor
- Trust
- A smile
- Listening skills
- Reliability and Punctuality
- Respect
- A positive outlook on life



1. Patience

Patience is the ability to tolerate waiting, delay, or frustration without becoming agitated or upset.

It's the ability to be able to control your emotions or impulses and proceed calmly when faced with difficulties.

It comes from the Latin word *pati* which means to suffer, to bear, to endure.

Why is being patient so important in our business?

How do you develop patience?

In this day and age of instant everything, it's sometimes hard to keep patience.

Anything worthwhile and of importance may not take place right away.

It takes time, dedication and effort to achieve; so even in this day and age, patience is a virtue!

The Benefits of Developing Patience

1. Reduces stress levels and makes you a happier, healthier person.
2. Results in better decision-making.
3. Helps develop understanding, empathy and compassion.
4. Helps you understand and appreciate the process of growth.

Developing Patience



1. Take a day where you make patience your goal. Make a concerted effort to take your time and think about everything you do – be mindful.

Developing patience is much like physical exercise because it requires persistence and effort.

Developing Patience (cont'd)



2. Slow down. If you have a tendency to rush around, hurry things up or wants things done immediately, STOP!

   Take 5 deep breaths and realize that getting impatient won't make the line go faster, the traffic less busy, etc.

   Relax!

Developing Patience (cont'd)

3. Practice thinking before you speak.

   Sometimes we just blurt out what we're thinking before we have a chance to consider the consequences.

   If you're patient, pause and go over what you want to say, you can avoid hurting or offending others.

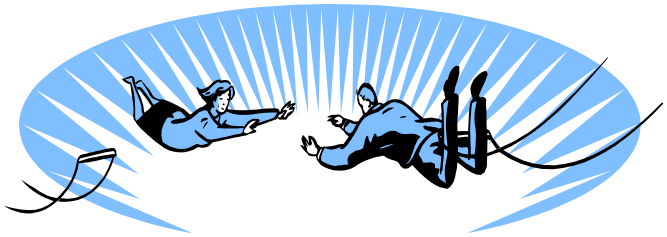
2. Sense of Humor

Research finds that humor can help you cope better with pain, enhance your immune system, reduce stress, even help you live longer.

Laughter, doctors and psychologists agree, is an essential component of a healthy, happy life!

What made you laugh in your facility lately?

3. Trust



Being trustworthy is extremely important for developing relationships with your residents and coworkers.

Being trustworthy means that you:

1. say what you're going to do;
2. doing what you say;
3. live in the present;
4. look at yourself first; and
5. give it time.

Trust (cont'd)



Say what you're going to do. Communicate your intentions to your residents and/or coworkers.



Doing what you say. If your actions match your words, you develop trust.



Live in the present. Don't be "Even Steven." This creates stress and conflict.

Trust (cont'd)

Look at yourself first. Explore the possibility that you are choosing a behavior that gives your resident/coworker the impression that you cannot be fully trusted.

Give it time. Time plays a major role in the development and strengthening of trust. Don't expect an overnight change of attitude. The more opportunities you have to demonstrate how your words and actions flow together, the stronger trust will become.

4. A Smile



- What's the best way to turn someone's mood around?
- Sometimes you can use humor to deflect a difficult situation.

5. Listening Skills

- Really listening is an active process.
- It involves: hearing, understanding and judging.
- Like other skills, it takes practice!

Tips for being a good listener



1. Give the person your full attention. Don't look around the room or out the window – look at them.
2. Make sure your mind is focused. It's easy to let your mind wander if you think you know what the person might say next, but you might be wrong!
3. If you feel that your mind is wandering, change the position of your body and try to concentrate on what they are saying.

Tips for being a good listener



Let the speaker finish before you talk. People appreciate having the chance to say everything they would like to without being interrupted.



When you interrupt, it looks like you aren't listening, even though you really are.



Finish listening before you speak. You can't really listen if you are busy thinking about what you want to say next.

Tips for being a good listener



Listen for main ideas – these are the most important points the speaker wants to get across to you.

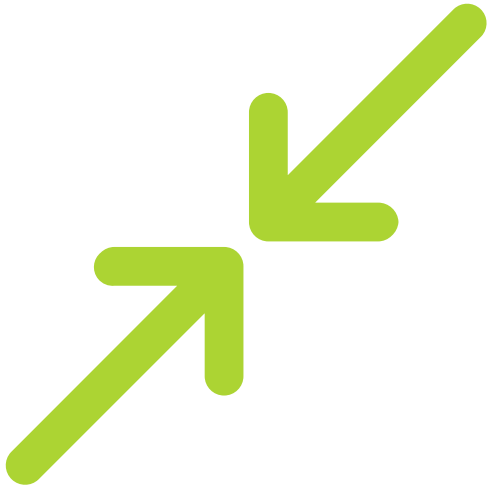


Really pay attention if they say “My point is….” or “The thing to remember is…”



Ask questions. If you don’t understand, ask. Repeat the question in your own words so that you can be sure your understanding is correct.

Tips for being a good listener



10. Give feedback. Look directly at the speaker, nod to show that you understand.
11. Remember – you listen with your face as well as your ears. Watch your non-verbal signals.
12. At the end of the conversation, you can summarize how you understood it and see if the speaker agrees.

Active Listening

Opening your



and turning off your



6. Reliability and Punctuality



When working at a facility, it is essential to be reliable and punctual. This means:

- you are on time and ready to start work
- you follow through with the resident or coworker if you promise to do something
- you are able to perform the tasks necessary to complete your job duties

7. Respect



You are respectful to your residents and coworkers = they will respect you back

- Ask your residents how they would like things done (a shower, for example)
- Help your fellow coworkers if they need help (even better if you do it without them asking for it)
- Do not talk about residents or coworkers behind their back – and never negatively
- Address the residents by their last name (Mrs. Jones) rather than their first (unless they ask you to) or by Dear, Honey, Sweetie, etc…..unless that is their first name

8. A Positive Outlook on Life



Who wants to be around a negative person?

Debbie Downer? No way!

Yes, you may have had a hard morning – the traffic was bad, you spilled coffee on yourself - but it's not fair to the residents and coworkers that you arrive angry and mad. Take a deep breath and resolve to start your day over on a different note.

Supporting Your Fellow Coworkers



Supporting your Coworkers

1. Practice respect.
2. Quit being defensive – you may learn something new! You don't *always* have to be right.
3. Help your coworkers if they need help – you may need them one day.
4. Learn how to communicate with coworkers the way they would like to be communicated with.

Supporting your Coworkers

5. Be sensitive to cultural differences (the same is true to religious differences).
6. Be on time for your shift – never make the person going home wait for you.
7. Attend training sessions or staff meetings so you are aware of issues, policies, procedures, etc.
8. Don't complain about residents or coworkers to other residents or coworkers. You never know who's listening.

Keeping yourself healthy



Why is it important to stay healthy?



Staying Healthy

Eat well.	Stay hydrated.
Exercise.	Reduce your stress.
Have hobbies.	See friends and family.
Laugh.	Cry.



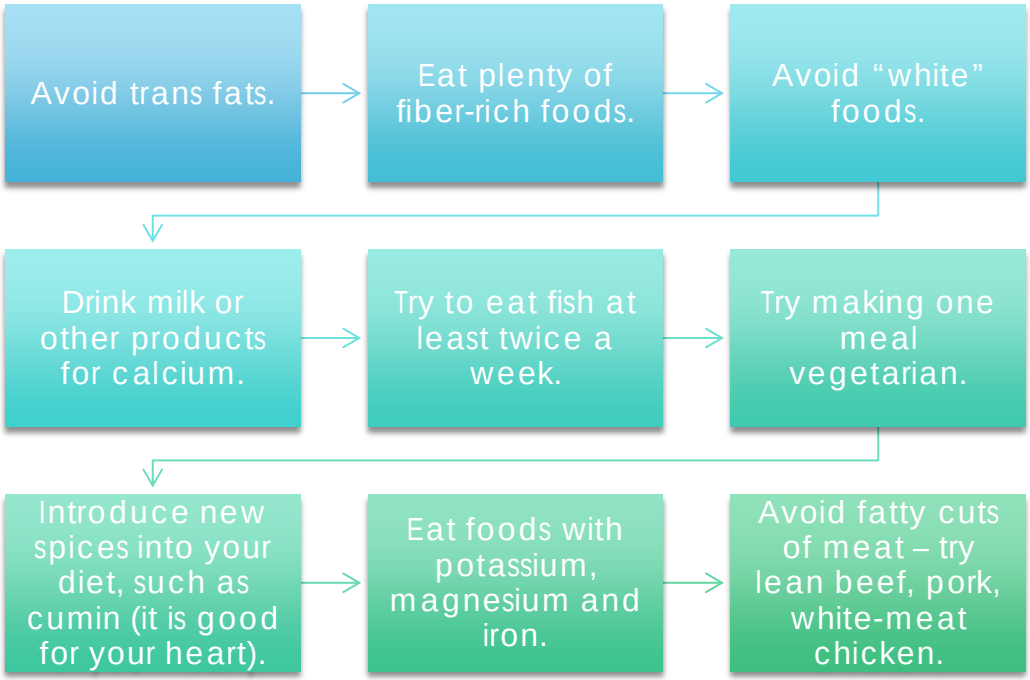
Eating Healthy



Eating Healthy (cont'd)

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

Eating Healthy (cont'd)



Exercise



Why?

- 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



Exercise (cont'd)

- 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

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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!



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.

Fighting Stress (cont'd)



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.

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Fighting Stress (cont'd)

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.

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Fighting Stress (cont'd)

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.





Fighting Stress (cont'd)

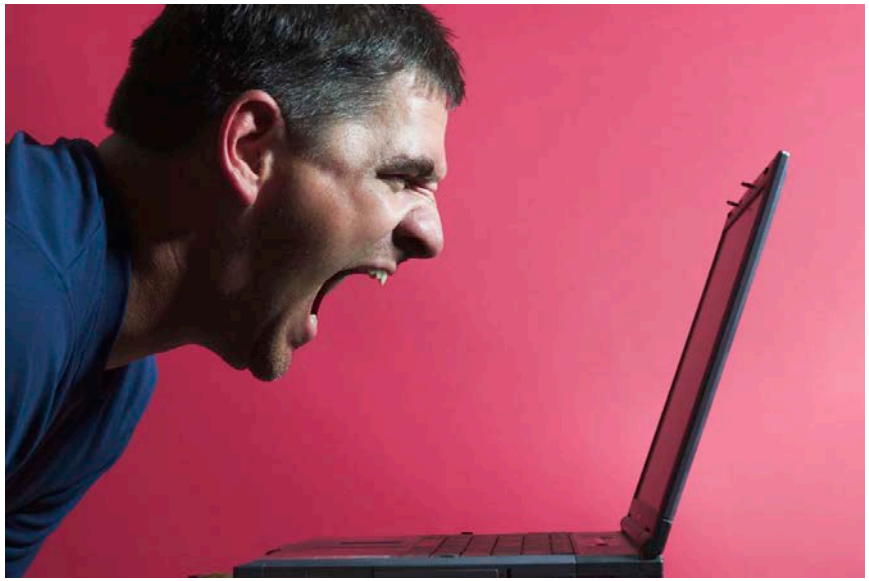
10. GIVE YOURSELF A GIFT.

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



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)



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.

Managing Anger (cont'd)

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.

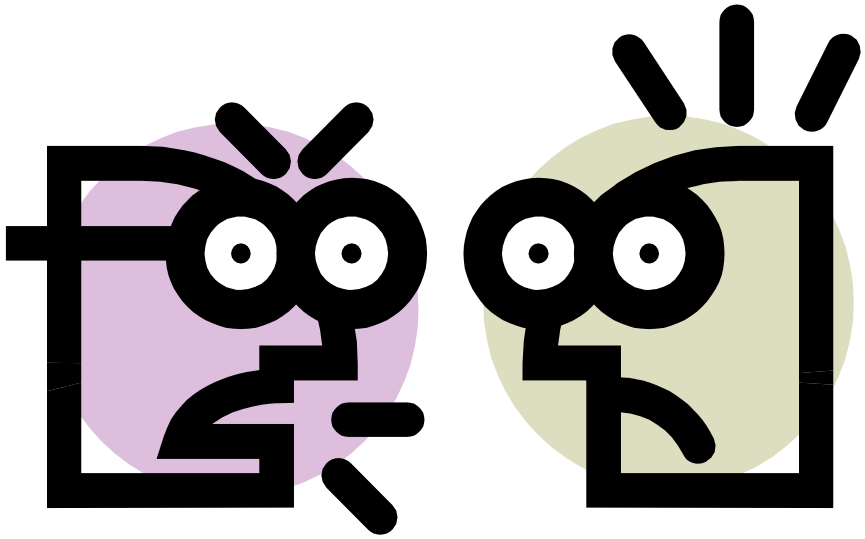
Managing Anger (cont'd)

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.

Managing Anger (cont'd)

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.

Staying Healthy - Hobbies



What are your hobbies?

How much time to 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

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Staying Healthy - Socialization

- The British Medical Journal did a study and found that participants with a very strong personal network of close friends and confidents, 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 Health - Sleep

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

Staying Health – Sleep (cont'd)



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

Staying Health – Sleep (cont'd)

Women are more likely than men to have difficulty falling and staying asleep and to experience more daytime sleepiness at least a few nights/days a week.

More women (58%) suffer from nighttime pain than men (48%), according to a NSF Gallup Poll.

Pain conditions like migraine, tension headaches, rheumatic and arthritis conditions as well as heartburn are all more common among women.



Staying Health – 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

Class discussion

1. What do you do to keep yourself healthy?

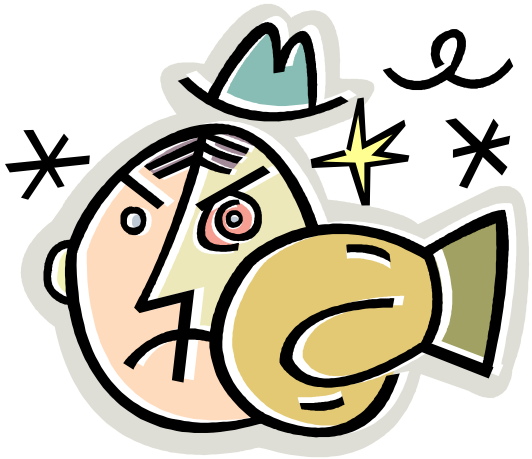
2. What do you do to help your staff stay healthy?



Protecting Yourself Against Aggressive Residents



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)

ARF residents	RCFE residents
Pain	Dementia/Alz Disease
Past behavior	Medications
Over-stimulated	Over-stimulated (noise)
Hearing voices	Hearing issues
Hallucinations	Vision issues
Psychotic event	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

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

If the person is a biter, try to wear padded clothing.

If a resident throws things, give them soft items to throw.

If the resident throws eating utensils, try giving them finger food.

If a resident self-injures, try putting gloves on them or dress them in clothing that covers their skin.

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



Learning Detachment



What is "detachment?"

Ability to allow people, places or things the freedom to be themselves.

Holding back from the need to rescue, save or fix another person from being sick, dysfunctional or irrational.

Giving another person "the space" to be herself/himself.

What is "detachment?"

- Willingness to accept that you cannot change or control a person, place or thing.
- Establishing of emotional boundaries between you and those people who have become overly enmeshed or dependent upon you.



How to develop detachment

1. Set emotional boundaries (with the residents, your coworkers, etc.).
2. Take back power over your feelings from persons, places or things which in the past you have given power to affect your emotional well-being.
3. Recognize that it is not healthy to “take on” someone else’s problems, feelings, emotions, etc.
4. Letting go does not mean not caring. Letting go means you’re helping yourself.

Empathy vs. Sympathy

Empathy = acknowledging and affirming another's emotional state. Example: "I can understand why that makes you angry."

Sympathy = involves identifying with, and even taking on, another person's emotions. Example: "I'm really angry about Mrs. Jones, too!"

Empathy vs. Sympathy (cont'd)

Responding to residents with sympathy – getting as upset as they are – puts you on an emotional roller coaster and can leave you worn out and exhausted at the end of the day.

Your goal should be to be emotionally aware and sensitive without becoming too emotionally involved.

When you respond with empathy, you stay calm and in control of yourself – then you can help the resident solve their problem.

Keeping Yourself Safe

Back and Body Safety



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.

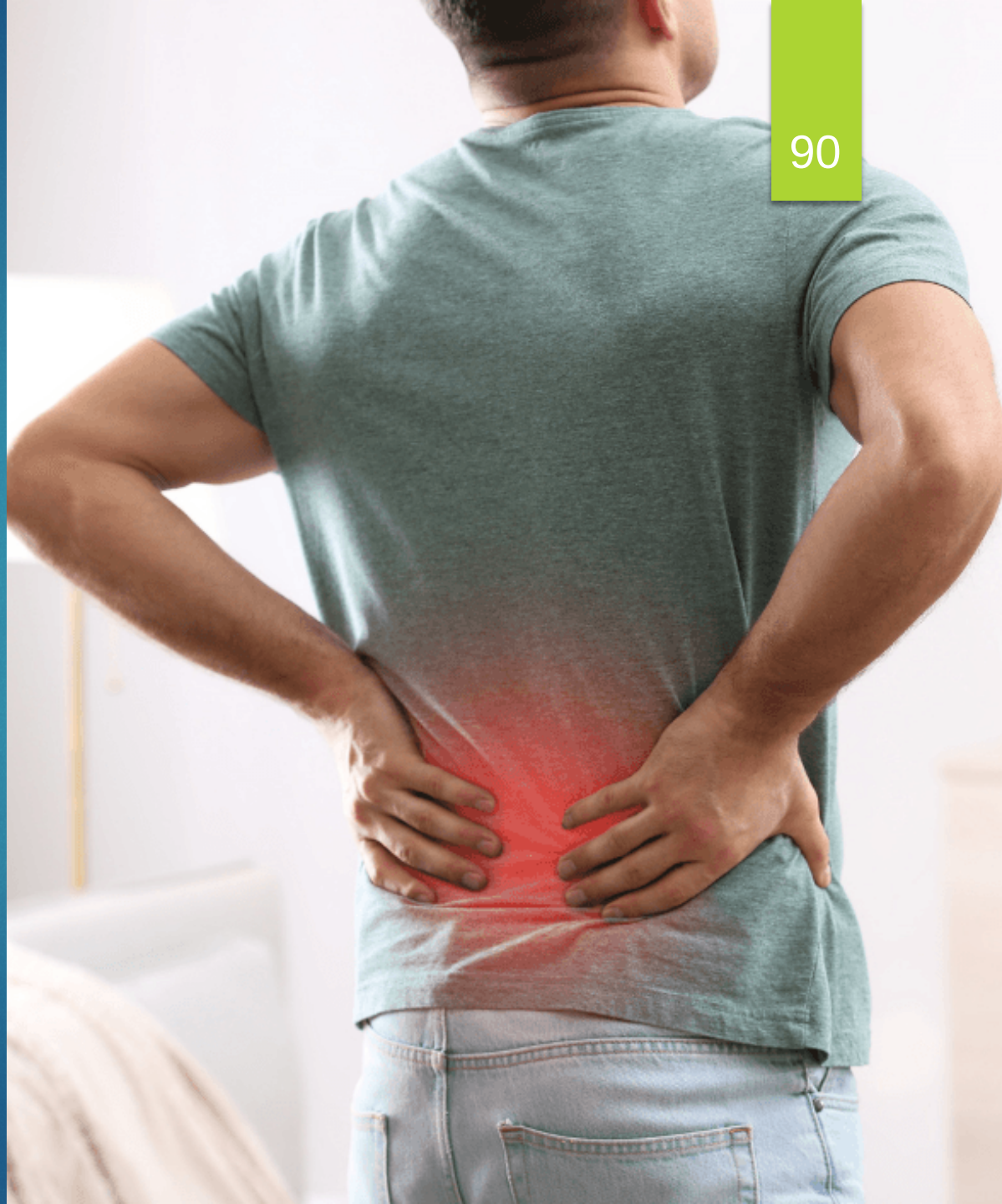
Tips for a Healthy Back

- 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.

Caregiver Safety T

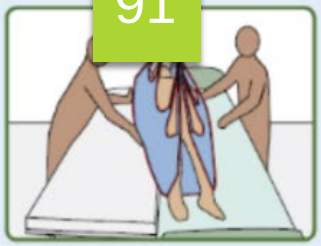
Using lifts for these activities may help caregivers avo k injury:



✓ Lifting from floor



✓ Bed-Chair transfer



✓ Lateral transfer



✓ Lifting limbs



✓ Toileting/Bathing



✓ Repositioning

DO NOT push, pull or lift weight while…



Off-balance or leaning forward



Twisting and/or reaching

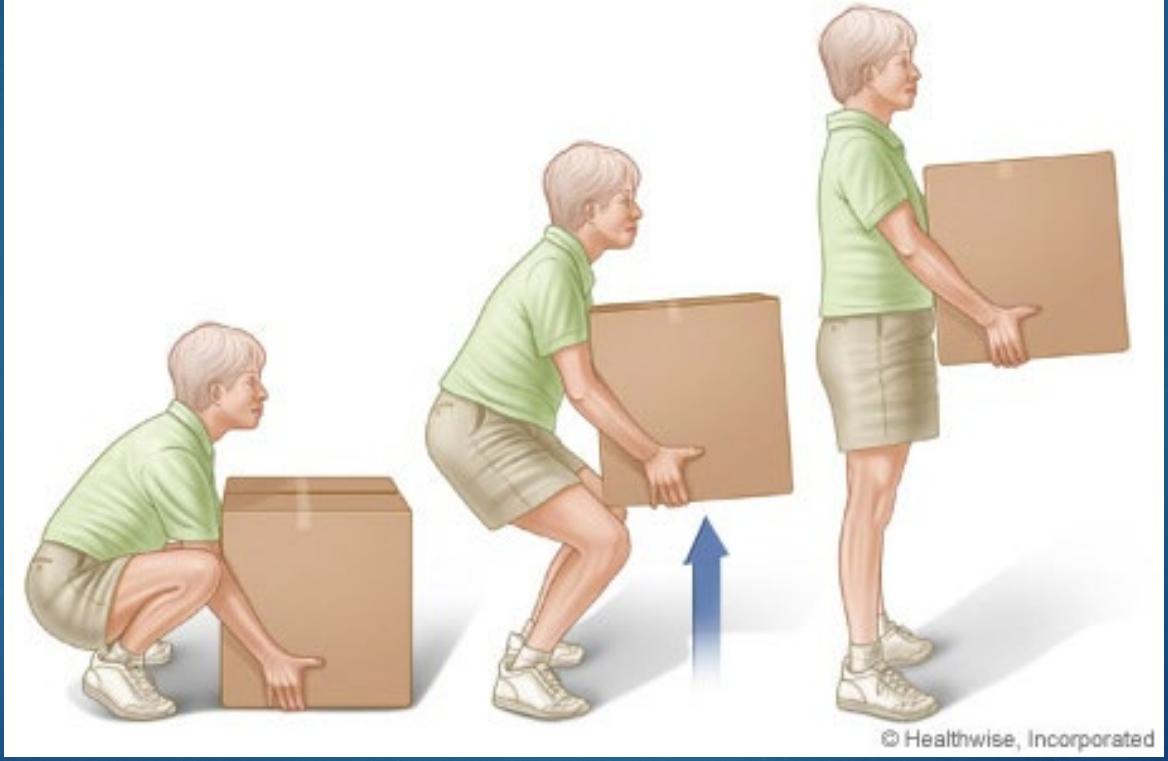


Entrapped in a confined space

! **Work as close to patient as possible to avoid stress of leaning.**

Tips for a Healthy Back (cont'd)

Lift with your legs, not your back.

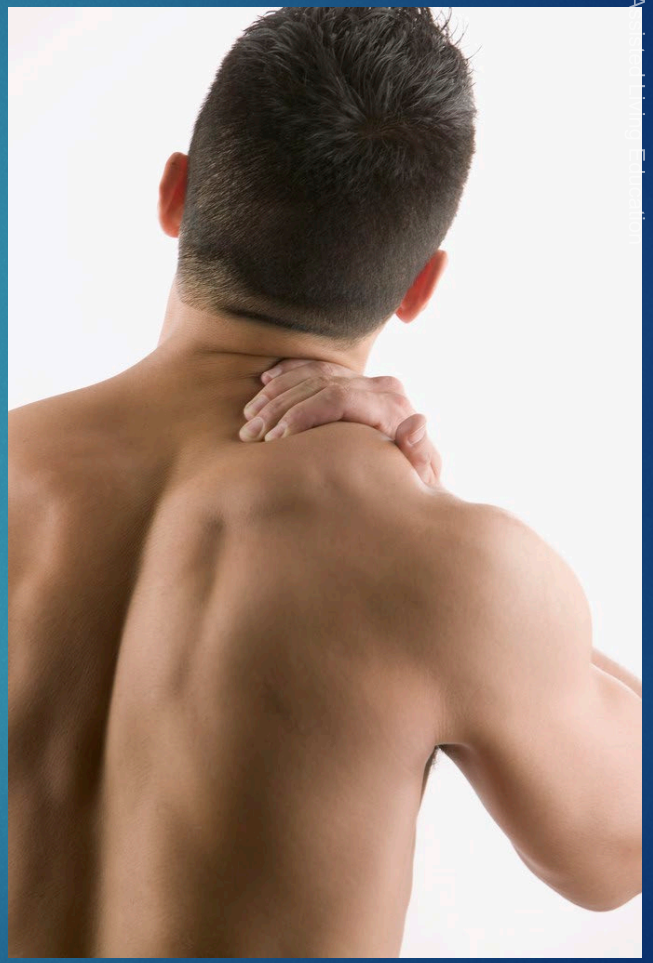


Tips for a Healthy Back (cont'd)

- Stretch out your back before the start of every workday.
- When sitting, choose a chair with a firm back whenever possible.
- When sitting for long periods, get up and stretch often.
- Try not to cross your legs – this puts uneven stress on your hips and knees.

Tips for a Healthy Back (cont'd)

If you hurt your back on the job, report it to your supervisor right away.



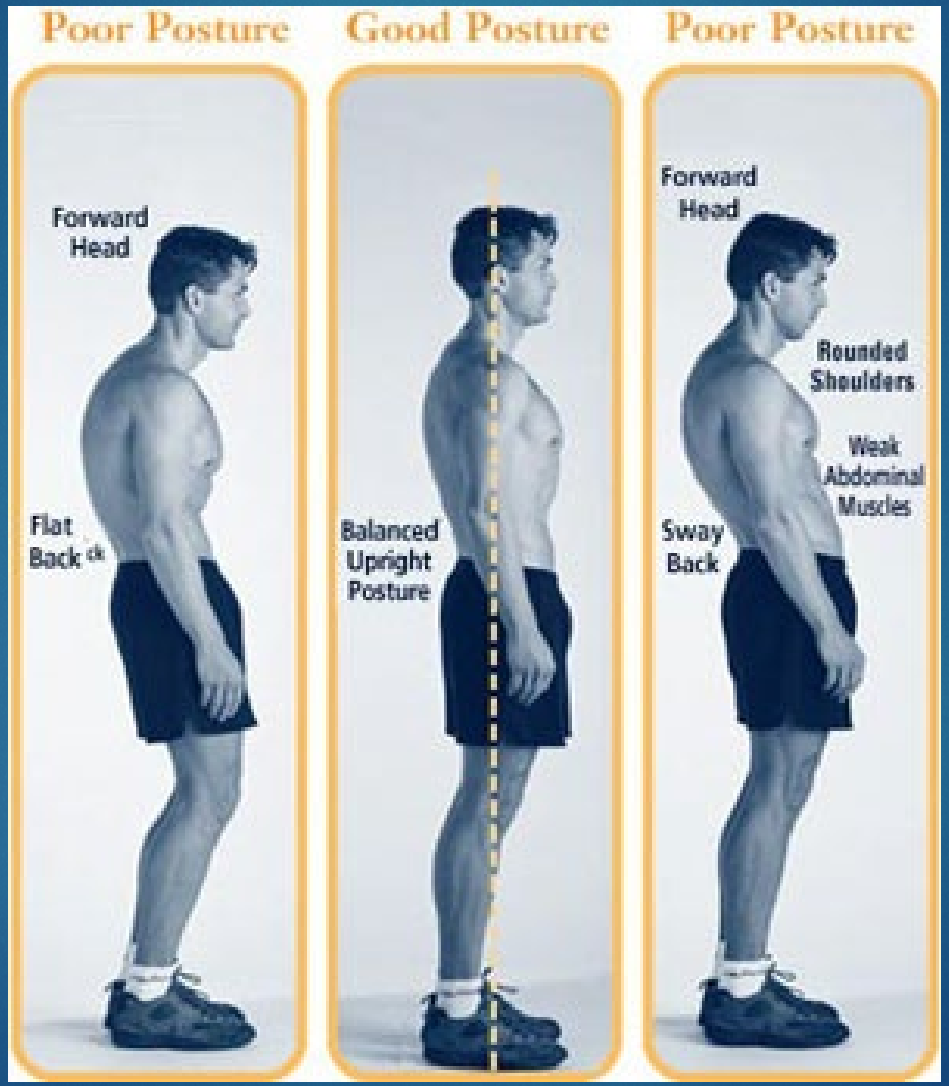
Tips for a Healthy Back (cont'd)

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)

Good posture gives you more energy by:

1. letting your blood circulate better;
2. helping you breathe deeper; and
3. allowing your internal organs to function better.



Resident Falls



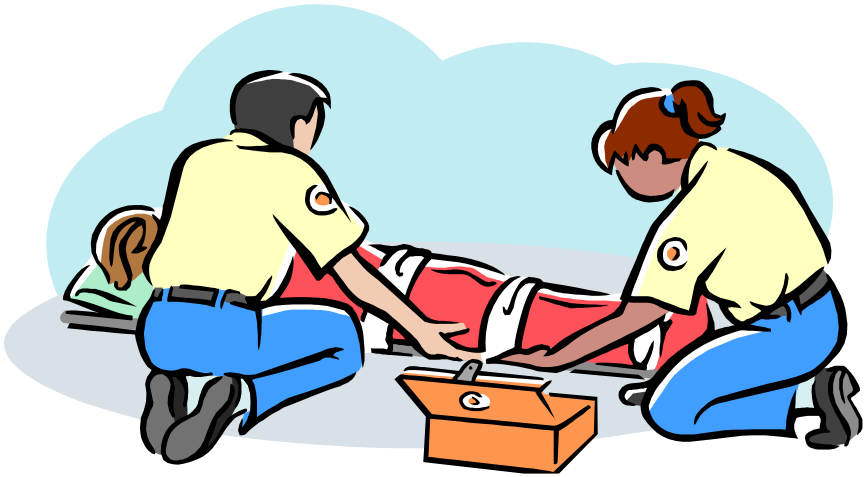
Resident Falls

Once a resident starts to fall, it's almost impossible to stop the fall.

Instead of trying to stop the fall, try to gently guide the resident to the floor.

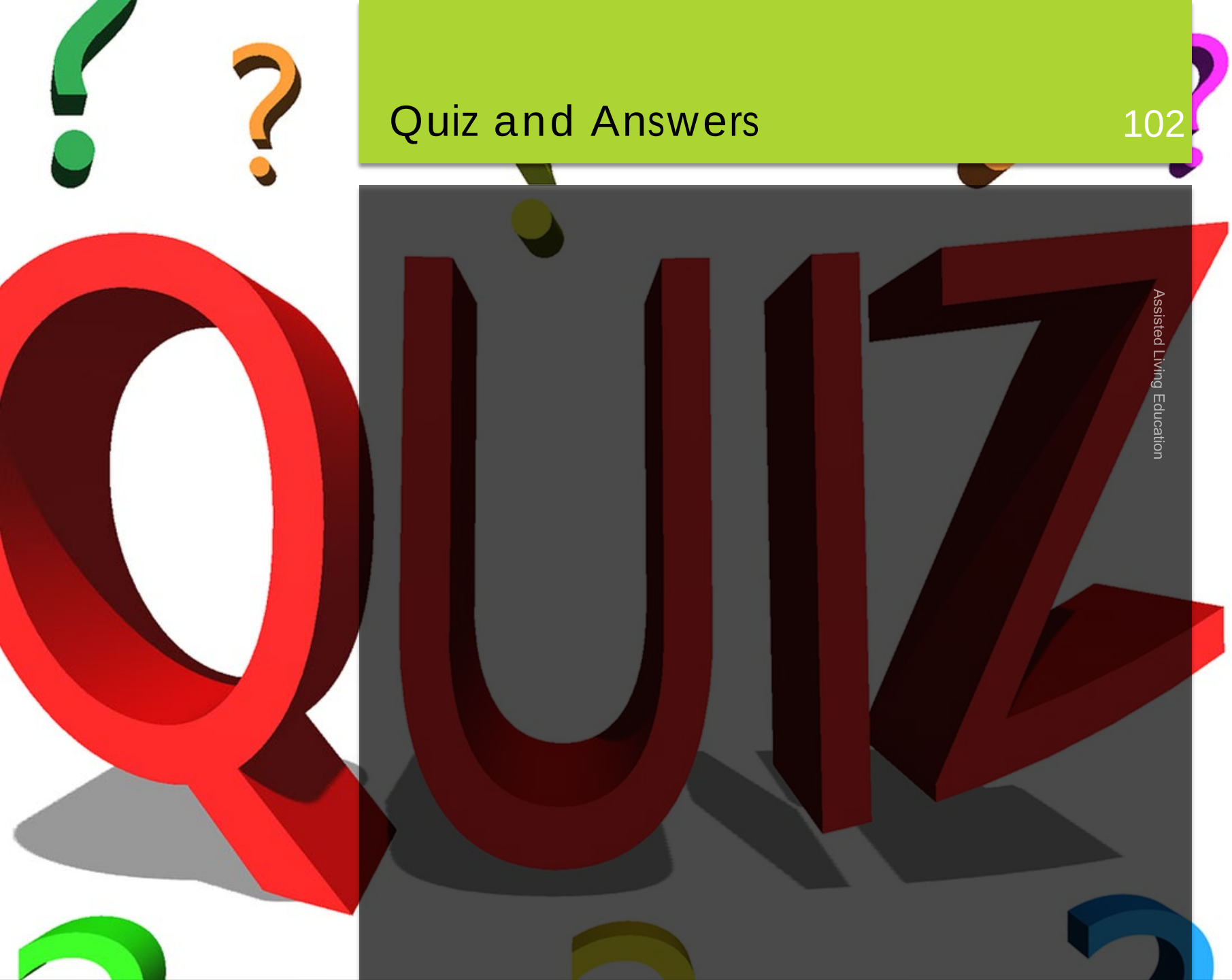
Once the resident is on the floor, access their physical and mental abilities without moving them.

Resident Falls



NEVER pick a resident up off the floor! You do not know if they have a hip injury or other injury.

Quiz and Answers





Quiz and Answers

Q: It's not important to know what a resident was like before they got Alzheimer's Disease – it's only important how they act now.

a) True

b) False



Quiz and Answers

Q: It's not important to know what a resident was like before they got Alzheimer's Disease – it's only important how they act now.

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Quiz and Answers

Q: Good posture gives you more energy by:

a) letting your blood circulate better

b) helping you breathe deeper

c) allowing your internal organs to function better

d) none of the above

e) all of the above



Quiz and Answers

Q: Good posture gives you more energy by:

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Quiz and Answers

Q: Developing patience is much like physical exercise because it requires persistence and effort.

a) True

b) False



Quiz and Answers

Q: Developing patience is much like physical exercise because it requires persistence and effort.

a) True

b) False

Quiz and Answers



Q: Being trustworthy means that you:

a) say what you're going to do
b) doing what you say
c) live in the present
d) look at yourself first
e) do what's right only when people are watching you
f) a-e only
g) all of the above

Quiz and Answers



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Quiz and Answers

Q: "I can understand why that makes you angry." This statement demonstrates:

a) empathy

b) sympathy

c) compassion

d) detachment



Quiz and Answers

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Quiz and Answers

Q: In fighting stress, organization gives you a sense of control and lessens your stress level.

a) True

b) False



Quiz and Answers

Q: In fighting stress, organization gives you a sense of control and lessens your stress level.

a) True

b) False

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!

Assisted Living Education

WHERE EXPERTISE AND EDUCATION MEET