

II – ANNUAL TRAINING GOAL:

To reinforce learning that enables all participants to maintain their capabilities of delivering highest quality client-centered care and update their knowledge to enhance their interpersonal, critical-thinking, personal care skills as well as their health-related knowledge.

OBJECTIVES:

- To explain clients' rights and safety
- To outline clients' daily living needs and how to appropriately respond to it
- To identify all forms of abuse and how to detect, report, and prevent them.
- To know how to assist client/s with personal hygiene and other home care services.
- To know and be able to perform how to safely transport a client

DURATION: 5 HOURS

TOPICS:

- A. CLIENTS RIGHTS AND SAFETY (1 hour)
- B. HOW TO PROVIDE FOR AND RESPOND TO A CLIENTS DAILY LIVING NEEDS (1 hour)
- C. HOW TO REPORT, PREVENT, AND DETECT ABUSE AND NEGLECT (1 hour)
- D. HOW TO ASSIST A CLIENT WITH PERSONAL HYGIENE AND OTHER HOME CARE SERVICES (1 hour)
- E. HOW TO SAFELY TRANSPORT A CLIENT (if applicable; 1 hour)

Conduct a written test for all participants to assess and evaluate if the objective has been met



A close-up photograph of two women smiling. The woman on the left has light brown hair and is looking towards the camera. The woman on the right has dark, curly hair and is looking slightly away from the camera. The background is softly blurred, showing green foliage.

ANNUAL TRAINING

A. Clients Rights & Responsibility

- ***As a client, I have the RIGHT to:***

- Have my property and person treated with respect;
- Be free from verbal, mental, sexual and physical abuse, including injuries of unknown sources, neglect and misappropriation of property;

SACRAMENTO COUNTY ADULT PROTECTIVE SERVICES (916) 874-9377

- Make complaints regarding care that is (or fails to be) furnished, and the lack of respect for property and or person by anyone who is providing services on behalf of Astra Caregivers.
- Be informed of the policies and procedures of the company
- Have my representative exercise my rights when I have been judged mentally incompetent.
- Participate in, be informed about, and consent or refuse care in advance of, during, where appropriate, with respect to.
- Completion of all assessment





- *As a client, I have the RIGHT to:*
 - The care to be furnished based on the assessment.
 - Expected outcome of care, including goals, anticipated risks and benefits.
 - Any changes in the care to be provided
 - Received all the services outlined in the plan of care.
 - Have a confidential record
 - The charges for services
 - Any changes in the information provided when they occur
 - Receive proper written notice, in advance of reducing or terminating a specific home care services being furnished.
- Be free from any discrimination or reprisal for exercising your rights or for voicing grievances to the home care agency or an outside entity.
- Be informed of the rights to access auxiliary aids and the languages services and how to access these services.

- Be advised of the home care hotline, to receive complaints or questions
- Be advise of the names address and telephone numbers of the following agency that serve the area where you live.

Agency on Aging

916 – 48601876

1401 El Camino Ave., 4th Floor, Sacramento, CA
95815

Center for Independent Living

916 – 3251690

1000 G Street, Suite 100, Sacramento, CA
95814

Protection and Advocacy Agency

1-800-776-5746

100 Howe Ave., Suite 185-N, Sacramento, CA
95825

Aging and Disability Resource Center

1-800-510-2020

1300 National Dr., Suite 200 Sacramento CA
95834

Adult Protective Services :

Placer County **(916) 787-8860**

24 hour ABUSE HOTLINE **(888) 886-5401**

Sacramento County 24 hour APS

HOTLINE (916) 874-9377

As a client, I have the responsibility to:

1. Provide the agency with a complete and accurate health history and any changes in health status
2. Inform the agency if you do not understand or are unable to comply with the agency's written instructions.
3. Participate in your care by asking questions and expressing concerns.
4. Provide a home environment in which your care can be given, which is safe for you and the caregiver(s).
5. Notify the Agency as soon as possible if you need to cancel an appointment or change of hours of service.
6. Cooperate with staff and your caregiver including without limitation, obtaining equipment and supplies necessary for safe and effective care.
7. Accept the responsibility for any refusal of care and understand the consequences of not following the plan of care.
8. Treat agency personnel with respect and consideration.
9. Cooperate with caregivers without discrimination as to race, sex, color, religion, sexual orientation, handicap or ethnic origin.
10. Provide the Agency with all the requested Insurance and financial information. Sign the required consents and releases for insurance billing. Notify the agency of any changes in insurance coverage.
11. Notify the agency if you receive services from any other agency or facility.
12. Advise Agency administration of any dissatisfaction or problems with your care.

CLIENT'S SAFETY: AVOIDING FALLS

- Don't reach too far
- Wear sturdy shoes
- Keep robe length above you rankles and you pants leg hem off the floor
- Always use your cane and walker if you need one
- Use a basket on your walker to carry items not your hands
- Pick up your feet to walk , don't shuffle
- Give yourself enough room to turn around safely



- Watch for uneven surfaces under your feet
- Be careful walking around small animals and children
- Wear your glasses, even when you get up at night.
- Keep areas well lit, including stairways
- Use a nightlight
- Use a handrails going up the stairs, take one step at a time.
- When getting up, do it slowly. You may need to rest in a sitting position until dizziness subsides
- Use a secure support when standing if needed



CLIENT'S SAFETY: FLOOR AND STAIR SAFETY

1. Wipe up spills immediately
2. Throw rug should be avoided
3. Large area rugs should be well anchored or have a nonskid backing
4. Avoid clutter on floors
5. Handrails should be present, placed securely and easily grasped
6. Contrasting color along the edge of the tread can help differentiate the steps.



BATHROOM SAFETY ASSESSMENT



The bathroom is routinely cited as the most dangerous room in the house for seniors. Countless slips and falls occur in the bathroom, causing a difficult (and sometimes embarrassing) situation for families. Because so many falls occur in the bathroom, we highly encourage our clients and their caregivers to take a close look at the bathroom for safety issues. A fresh set of eyes, and a few simple changes, can make the bathroom a safe and comfortable place for everyone.

Preventing Falls and Injuries with these Quick Tips

Here are a few bathroom safety tips for seniors to help avoid injury:

- **Tip #1 - Install Grab Bars**
- **Tip #2 - Nonslip Strips**
- **Tip #3 - Avoid Throw Rugs**
- **Tip #4 – Lighting**
- **Tip #5 - Bath Seating**
- **Tip #6 - Hand-Held Shower Handle**
- **Tip #7 - Toilet Seat Riser**
- **Tip #8 - Keep the Floor Clear**
- **Tip #9 - Keep the Floor Dry**
- **Tip #10 - Don't Rush:**



CLIENT'S SAFETY:

KITCHEN SAFETY

1. Cupboards should be organized so that frequently used items are on the lower shelves
2. Heavy items should be stored flat on lower shelves to avoid falls and injuries
3. Pot handles should be turned to the back of the stove
4. Long sleeves and loose clothes should not be worn while cooking





CLIENT'S SAFETY: **TELEPHONE SAFETY**

1. Phones should be within easy reach day or night, especially if patient is bed-bound
2. An enlarged or lighted dial can be helpful
3. Emergency numbers should include doctors, police, fire department, ambulance, nearest neighbor and relative, and should be posted near the phone.



CLIENT'S SAFETY:

FIRE SAFETY

1. **NEVER** smoke in bed
2. Install smoke detectors between living and sleeping areas .. It is your best early warning system
3. Test smoke detectors each month and replace batteries twice a year when clocks are changed in spring and fall
4. **STOP, DROP AND ROLL**
5. If you smell smoke, see flames, drop on the floor and crawl to the nearest exit
 - **“GET DOWN, CRAWL LOW “**
1. If your clothes catch on fire, stop everything and drop to the ground, cover your face, then roll over and over to smother the flames
2. **NEVER** fall asleep using a heating pad
3. Know the best way to get out of your home if a fire starts and find at least two ways out of the house from every room
4. Keep flammable materials away from stove, heaters or other heat sources
5. Be sure your plan includes assisting persons who cannot get outside without help
6. **GET OUT, STAY OUT**
7. Never return to a burning building for anything
8. Call the Fire Department (**911**) from an outside telephone.



- **EARTHQUAKE
SAFETY**

**IF
POSSIBLE**



**USING
CANE**



USING WALKER



USING WHEELCHAIR



FLOOD SAFETY

3 SIMPLE STEPS FOR FLASH FLOOD SAFETY

During a flood, water levels and the rate at which the water is flowing can quickly change. Remain aware and monitor local radio and television.



weather.gov/flood

1 GET TO HIGHER GROUND

Get out of the areas subject to Flooding

2 DO NOT DRIVE INTO WATER

Do NOT drive or walk into flooded areas. It only takes 6" of water to knock you off your feet.

3 STAY INFORMED

Monitor local radar, television, weather radio, internet or social media for updates.

STAYING SAFE IN THE SUMMER: 7 TIPS FOR SENIORS



KEEP COOL.

Seniors are vulnerable to dangerous illnesses like heat exhaustion and heat stroke brought on by scorching summer heat. Don't stay in the sun for more than 1-2 hours at a time, and run the AC when in the home.



TAKE BREAKS DURING PHYSICAL ACTIVITY.

Everybody loves to have fun in the sun, but seniors must be aware that summer's high temps and humidity wear your body out a lot quicker than in cooler weather.



STAY HYDRATED.

Older adults naturally feel less thirsty than younger people, making it more important to consciously drink more water than usual out in the sun to avoid dehydration.



WEAR SUNGLASSES.

The elderly are more susceptible to vision loss, so wear protective eyewear to protect from dangerous UV rays.



APPLY PLENTY OF BUG SPRAY.

Mosquitos can be carriers of diseases like West Nile Virus that pose a heightened risk to seniors. Coat your skin with bug spray to avoid bites.



MAINTAIN COMMUNICATION.

In case of emergency, make sure you'll be able to dial your loved ones or caregivers easily. Before outdoor activities like gardening, or exercise, let them know where you'll be and for how long.



AVOID THE OUTDOORS ENTIRELY ON VERY HOT DAYS.

Review the weather forecast or ask Alexa what the day's high will be. On scorchers, it's best to stay indoors entirely to avoid the risk.

A close-up photograph of two women smiling warmly at each other. The woman on the left has light brown hair and is looking towards the right. The woman on the right has dark, curly hair and is looking towards the left. They are both smiling, showing their teeth. The background is softly blurred, suggesting an outdoor setting with greenery.

ANNUAL TRAINING

B. How to provide and respond to a Client's Daily living needs

- **PERSONAL HYGIENE NEEDS**

Personal hygiene should be performed every day and some clients will need attention to personal hygiene and skin care several times during the course of a day.

Personal hygiene has many beneficial effects. It helps the client relax, it eliminates and prevents body odors, prevents skin breakdown, and stimulates circulation.



- **Bathing** - Carefully and systematically inspect at the patient's skin. Normal skin should be intact (no open areas) and there should be no bruises. Look for swelling, especially in the ankles, feet, and hands. The elbows, the back of the head, the heels, the hips, and the area at the base of the spine should be inspected for **redness**



- **Washing the hair** does not need to be done every day
- **Shaving** can be done every day or when the client wants it to be done. It can be done using an electric razor or a safety razor. Always check before using a safety razor to shave a client. It might be contraindicated for clients who have certain medical conditions or who take blood thinners.

- **Trimming fingernails** can be done using ordinary care and precautions but trimming toenails should only be done if it is specifically allowed by your facility; **it is not a routine part of skin care.**



- **Elimination** Urination can be done by helping the client to stand and then holding the urinal for him. If it is safer for him to stay in bed, simply put the urinal in place. In either case, wash your hands and put on disposable gloves before you start. After he has finished ask the client if he had any difficulty urinating. Measure and record the amount and check for the presence of blood or an unusual color.



- **Oral Hygiene** is very important. Oral health affects our ability to eat, drink, and speak, and to maintain good food and fluid intake. And if oral hygiene is not done the client's mouth may become dry and unpleasant; his lips and tongue may crack and bleed; the client's appetite may be adversely affected, and; his dignity and self-image may suffer.
- **Cleaning Dentures**



- **Eating and Nutrition**
- **Medication and Self Administration** Helping clients self-administer medications and making sure they know how to do so correctly.



A close-up photograph of two women with dark hair, smiling and looking at each other. The woman on the left is slightly in front of the woman on the right. The background is softly blurred, showing green foliage.

ANNUAL TRAINING

C. How to report, prevent, and detect Abuse & Neglect

MANDATORY REPORTING REQUIREMENTS FOR DEPENDENT ADULT ABUSE

Employees of Astra Caregivers, LLC are mandated person reporters of child or elder abuse.

ADULT PROTECTIVE SERVICES

Placer County

101 Cirby Hills Drive Roseville, CA 95678
Telephone: (916) 787-8860
24 HR. ABUSE HOTLINE (888) 886-5401
Fax: (530) 265-9376
Website: www.placer.ca.gov/aps

Sacramento County

Department of Health and Human Services
P.O Box 269131 Sacramento, CA 95826
24 HR. APS HOTLINE (916) 874-9377
Fax: (916) 854-9341

Sutter County

Department of Health and Human Services
1445 Veterans Memorial Circle
24 HR. ABUSE HOTLINE (530) 822-7227
P.O Box 1599
Yuba City, CA 95992



How to report Elder Abuse in California

- Elderly abuse is a widespread problem, so if you suspect someone you know is being abused, it's important that you report it.
- In California, you can call the police department, Adult Protective Services, and the Long-Term Care Ombudsman to report abuse. If you work with the elderly, it's also important to learn the signs of abuse.



1. **Call 911.** The first step to helping an elderly person is to get them the medical they need. If the person is malnourished, dehydrated, or incoherent, for instance, call emergency services so that the hospital can assess the elderly person
2. **Talk to the police.** If you don't need to call 911 right away, it's still a good idea to make a report with the police. Call your local non-emergency number to report the abuse. You can ask if they have an elderly abuse unit, as many police departments do. The police will likely come out and check on the situation, as elderly abuse is a crime.
3. **Find the Adult Protective Services (APS) number for your county.** Elderly abuse is generally reported by county, so you'll need to find the appropriate number for APS in your county.
4. **Report long-term care facilities to the Long-Term Care Ombudsman.** When reporting a long-term care facility, you also need to make an additional call to the Ombudsman, who investigates claims of abuse in facilities. The crisis number is (800) 231-4024, and it is open 24 hours.
5. **Contact the appropriate department for specific facilities.** For state mental hospitals and state developmental centers, you need to contact that state department. These departments have jurisdiction over investigations within these facilities.
6. **Know who is responsible for reporting.** You must report abuse if you are a clergy member, a medical professional, or a professional caretaker. You also must report abuse if you are responsible for the care of an elderly person outside of professional care, such as if you are caring for a loved one.

If you fall in these categories and you don't report abuse, you can be convicted of a crime.



- Any member of the public, including family members and friends, can make a report to APS by calling

(916) 874 -9377

- **For Mandated Reporters Only**

Mandated reporters have two options for making abuse and/or neglect reports to APS. Non-emergency reports can now be made on-line with no requirement to call the 24 hour APS Hotline. Emergency reports where immediate assistance is necessary must be called in to the 24 hour APS Hotline at **916-874-9377** and ***followed by the submission of the SOC341 or SOC342 form within 2 working days.***



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ANNUAL TRAINING

D. How to assist client with Personal Hygiene and other Home Care Services



Provide Companionship





ASSIST WITH MIND-STIMULATION ACTIVITIES

- Listen to music
- Play music
- Do a puzzle
- Crosswords
- Sudoku
- Reading stories





LIGHT HOUSEKEEPING





MEAL PLANNING & PREPARATION





APPOINTMENT REMINDERS





TRANSPORTATION



ASSIST WITH PERSONAL HYGIENE AND GROOMING



MOBILITY ASSISTANCE



A close-up photograph of two women with dark hair, smiling and looking at each other. The woman on the left is slightly more in focus, showing her teeth and a bright smile. The woman on the right is also smiling, looking towards the first woman. The background is softly blurred, suggesting an outdoor setting with greenery.

ANNUAL TRAINING

E. How to safely transport a client

Basic Principles Of Transporting Clients

- Situation Assessment
- Client Capabilities
- Fall Risk
- Consider measuring blood pressure and pulse before you begin
- Safety First
- Always use standard Precautions



Techniques To Transport Clients

- 1) Assisting a client who is using a cane, crutches, or a walker,
- 2) Assisting a client to a sitting position,
- 3) Helping a client to ambulate,
- 4) Helping a client to stand up,
- 5) Logrolling a client,
- 6) Moving a client from a bed to a chair,
- 7) Moving a client up in bed,
- 8) Using a slide board to transfer a client, and
- 9) Using a transfer belt (also called gait belts).





ASSISTING A CLIENT TO WALK WITH CANE : ONE PERSON TECHNIQUE

- **CANE:**
- Client should use the aid on the “good” side if possible. Caregiver should assist on the “bad” side.
- Use a Thumb-to-thumb grasp- place your right hand (palm up) into the client’s hand (palm down) (or left hand to left hand depending on client space)



ASSISTING A CLIENT USING A TROUSER BELT

- Use a firm trouser belt or preferably a Transfer belt to support the client.
- Reach across the client's back to grasp the belt. DO NOT LIFT UP ON THE BELT.
- Remain at the side of the client to provide support with your hip and hand grasp. Only move away from the chair once you are sure the client can BALANCE.
- Maintain contact and only provide as much as support as the client needs:
 1. Raising your hand grasp will allow the client less support from you.
 2. Lowering your hand grasp will enable the patient to take more support from you (like a cane).



* Use a trouser belt as a handhold only-do not attempt to lift or fully support the patient with it.

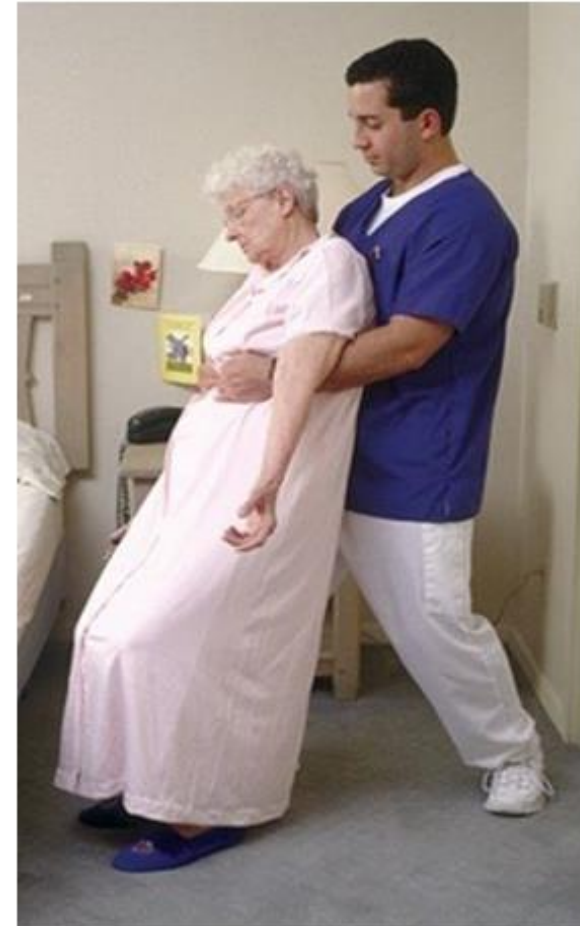
ASSISTING A CLIENT TO WALK WITH CRUTCHES



- **CRUTCHES:**
- Position yourself at the side, grasp a belt and hold onto the closest crutch. This allows you to direct the clients' walking pattern and provide extra support if needed.
- Stand behind the client going up stairs and in front of them going downstairs (with a very firm grasp on the railing to support yourself.)

ASSISTING A FALLING CLIENT

- Widen your stance.
- Bring client's body close to you.
- Bend knees and support client.
- Lower client to floor.
- Drop to floor yourself, if necessary.
- Do not try to stop the fall.
- Call for help.
- Do not get client up.
- Follow agency policies and procedures.



SAFETY POINTS:



- **USE THESE INSTRUCTIONS TO ASSIST ANY CLIENT TO WALK INCLUDING:**
 - *no aid required;*
 - *use a cane;*
 - *use a 4-point cane;*
 - *Use a regular walker;*
 - *Use a wheeled walker or*
 - *Have crutches.*
- *This procedure is to be used only after a recent MOBILITY ASSESSTMENT from a rehab asst. indicates that client is capable of a manual transfer with assistance of an aid and one caregiver.*
- *DO NOT support the weight of the client with your hand grasp. If you feel you are taking too much weight for safety of you or the client- sit the client down and contact your supervisor for directions.*

ASSISTING A CLIENT TO SIT UP ON SIDE OF BED: DANGLING

- c. On the count of three, slowly turn client into sitting position with legs dangling over the side of the bed. The weight of the client's legs hanging down from the bed helps the client sit up.
- 8. Ask client to hold on to edge of mattress with both hands. Help client to put on non-skid shoes or slippers.



TRANSFERRING A CLIENT FROM BED TO WHEELCHAIR

13. Count to three to alert client. If possible, have client rock while counting to three. On three, slowly help client to stand.
14. Tell the client to take small steps in the direction of the chair while turning his back toward the chair. If more assistance is needed, help the client to pivot to front of wheelchair with the back of client's legs against the wheelchair. Always allow the client to do all he can for himself.



EVALUTION

- CONDUCT A WRITTEN TEST FOR ALL PARTICIPANTS TO ASSESS AND EVALUATE IF THE OBJECTIVE HAS BEEN MET.

PLS ANSWER POST QUIZ