Maintaining the Dignity of Consumers

Handout 1

People with dignity have a sense of pride. They respect themselves and feel other people should respect them, too.

Read how these workers maintain their consumer's dignity while assisting with personal care tasks.

Nadia's tip—Remember that the consumer is a unique individual.

"My consumer is a human being, just like me. He has his own ideas and feelings."

Larry's tip—Assist your consumer they way they want to be assisted.

"I ask my consumer what she wants me to do, or how I can assist her. Then I try to do it the way she suggested."

Sue's tip—Treat your consumer like an adult.

"My consumer may have trouble doing some things, but he's still a grown-up. And he has some great life stories to tell!"

Julie's tip—Give your consumer privacy.

"My consumer is shy about things like bathing and using the toilet. So I give her as much privacy as I can."

Donna's tip—Assist consumers to do things on their own.

"At first I thought my consumer would need me to do everything for her. But she just needs a little assistance sometimes. For example, brushing her teeth—if I bring the toothbrush and toothpaste and a cup of water, she can brush her teeth herself. And she looks so proud after she does that."



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Bathing: Why It Matters

Handout 2

Bathing is important. Here's why.

Taking a bath is good for consumers because it:

- Cleans off dirt and germs
- Gets their blood moving
- Makes them feel and smell good
- Prevents bedsores

Giving your consumer a bath lets you:

- Check the skin for problems
- Talk with him or her



Assisting Your Consumer with Bathing

Handout 3

Page 1 of 2

Bathing is important, but a lot of people do not like having someone else bathe them. If you pay attention to these key areas, you can assist your consumer to bathe, respecting his or her dignity and comfort. Here's how.

To get ready:

- Check your consumer's service plan, to see what kind of bathing he or she wants.
- Get all the things you'll need before you start.

To treat your consumer with respect:

- Before starting, ask your consumer if he or she is ready for bathing.
- Explain what you will do.
- Ask your consumer to do as much as she or he can.
- Make sure there is privacy from other people in the house.
- Cover up any parts of the body that you're not cleaning.
- If he or she doesn't like being uncovered at all, you can do the bed-bath under a blanket or bath sheet.
- Chat with him or her during the bath.

To keep you and your consumer safe:

- Follow safety rules for infection control.
- Use good body mechanics.
- Watch out for wet spots on the floor or objects that might make you or your consumer fall.



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Assisting Your Consumer with Bathing

Handout 3

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To keep your consumer from getting cold:

- Work as quickly as you can, but without making your consumer feel rushed.
- Add warm water as needed.
- Keep your consumer covered with a bath sheet or blanket, except for where you're washing.

To get your consumer clean:

- As you wash his or her body, start with the cleaner areas and move to the dirtier areas.
- Change the water if it's too dirty or soapy.
- Rinse off all the soap.
- Wash his or her hair last, if he or she wants it.

To finish:

- Gently pat your consumer's skin dry—don't rub with the towel.
- Use lotion, if he or she wants it.



Build Your Skills: Giving a Bed Bath

Handout 4

Page 1 of 2

Get ready

- 1. Wash your hands.
- 2. Talk with your consumer about bed-bathing. Ask if they have ever had a bed bath. If they say "yes," ask what that was like. Ask what they want to do for themselves. Explain what you will do. Keep talking with them during the bath.
- 3. Get the things you will need. Put them by the bed.
 - Gloves
 - Washbasin
 - Liquid soap, or soap dish and soap
 - Bath blanket (optional—a thin blanket to cover the consumer and keep him/her warm during the bath)
 - Washcloths (3)
 - Face towel
 - Bath towels (2)
 - Clean clothing (for after the bath)
 - Brush and/or comb
 - Other personal items (deodorant, body lotion, etc.)
- 4. Make sure there is privacy for the consumer.
- 5. Put on gloves.
- 6. If possible, raise the bed to a good height for working. Keep the side rail raised.
- 7. Bring a basin of warm water to the bed. Feel the water yourself to make sure it's not too hot. Then ask your consumer if it feels okay for him or her.
- 8. Lower the side rail closest to you. Assist the consumer to lie on their back. Fold back the blanket and top sheet. Assist the consumer to take off their gown. Cover them with a bath blanket or top sheet.



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Build Your Skills: Giving a Bed Bath

Handout 4

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Wash the consumer's face first.

- 9. Ask the consumer if they want to wash their own face. If they say "no," wash it for them.
- 10. Form a mitt with the washcloth. Dip it in the water and squeeze extra water out. Use plain water. Do not use soap. Wash each eye from the inside corner to the outside corner. Wash the rest of the face. Pat dry.

Wash the front of the consumer's body and feet.

- 11. Move from shoulders to feet. Wash with soap, rinse, and dry one part at a time. Put a towel under the part being washed. Keep the rest of the body covered.
- 12. Put the basin on a towel by the consumer's feet. Put one foot in the basin. Wash, rinse, and dry that foot. Then do the other foot.
- 13. Change the water in the basin. Get a clean washcloth.

Wash the back of the consumer's body.

- 14. Assist the consumer to turn on their side, facing away from you.
- 15. Clean the consumer's back, buttocks, and thighs. Wash, rinse, and dry one part at a time. Put a towel under the part being washed. Keep the rest of the body covered.
- 16. Rub the consumer's back with lotion. Then assist the consumer to turn onto their back.
- 17. Ask the consumer if they can wash between their legs. If they say "no," do the tasks on Handout 5, "Cleaning Between the Legs," beginning with step 8.

Finish and clean up.

- 18. Assist the consumer to put on a clean gown.
- 19. Comb or brush the consumer's hair, if they want assistance.
- 20. Dump out the basin. Clean and put away the things you used.
- 21. Throw away your gloves. Wash your hands.
- 22. Report to the consumer about any problems you saw, such as bruises or red areas.



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Build Your Skills: Cleaning Between the Legs (Pericare)

Handout 5

Page 1 of 3

Get ready.

- 1. Wash your hands.
- 2. Talk with your consumer about needing to clean between their legs. Ask what they want to do for themselves. Explain what you need to do. Answer their questions.
- 3. Get the things you will need and put them near the bed (so you reach them without stepping away from the bed).
 - Gloves
 - Washbasin (with warm water, no hotter than 110 degrees F.)
 - Liquid soap, or soap dish and soap
 - Washcloths (3)
 - Bath towel
 - Bath blanket
 - Waterproof protector pad
 - Plastic bag
 - Toilet tissue
- 4. Make sure the consumer has privacy.
- 5. Put on gloves.
- 6. If using a hospital bed, lock the wheels, raise the side rails, and then raise the bed to a good height for working. Lower the side rail closest to you.
- 7. Fold top bedding down to foot of bed. (Take it off, if soiled, and put in laundry bag or hamper.)
- 8. Cover the consumer with a bath blanket, arranged like a diamond shape, with one point extending between the legs. Keep the consumer covered as much as possible while you clean them.
- 9. Assist the consumer to bend their knees and spread their legs. Fold back the point of the bath blanket toward their belly. Keep their legs covered for warmth and privacy.



Build Your Skills: Cleaning Between the Legs (Pericare)

Handout 5

Page 2 of 3

10. Put a clean bed protector under the consumer's buttocks. (If bottom sheet is soiled, remove this first, the same way you do when making an occupied bed, and put in laundry bag or hamper.)

Wash between the legs (for a woman).

- 11. Follow these steps in order:
 - a. Apply a small amount of soap to washcloth.
 - b. Wash the outer lips of the vagina first. Wipe from front to back. Wipe once down each side, and once down the center. Use a clean part of the washcloth for each stroke.
 - c. Rinse the cloth in warm water and wipe from front to back again to remove the soap. (If the washcloth becomes soiled with stool at any point during washing, replace with a clean cloth.)
 - d. Flip the washcloth and then soap it lightly. Spread the outer lips. Wash the inner lips with three wipes as in Step b.
 - e. Rinse and flip the washcloth. Rinse the inner lips with three wipes. .
 - f. Pat the area dry.

Wash between the legs (for a man).

- 13. Follow these steps in order:
 - a. Put soap on a clean washcloth.
 - b. Gently push back the foreskin (if he has one). Wash the tip of the penis in a circle.
 - c. Rinse and flip the washcloth. Wipe the tip of the penis. Pat dry. Put the foreskin back in place (if he has one).
 - d. Flip the washcloth. Wash the shaft of the penis, moving away from the tip.
 - e. Rinse and flip the washcloth. Rinse the shaft of the penis.
 - f. Flip and soap the washcloth. Wash the far side of the groin with one stroke. Wash the near side with another stroke. Wash the scrotum in a circle.
 - g. Rinse and flip the washcloth. Rinse the groin and scrotum.
 - h. Pat the scrotum and penis dry.



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Build Your Skills: Cleaning Between the Legs (Pericare)

Handout 5

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Clean the consumer's bottom.

- 14. Assist the consumer to turn on their side, facing away from you.
- 15. Spread the buttocks. If soiled, wipe the area with toilet paper.
- 16. Soap a clean washcloth.
- 17. Clean the area between the buttocks with three strokes. Wipe from front to back each time (or from belly to buttocks). Use a different part of the washcloth for each stroke.
- 18. Rinse and flip the washcloth. (Use a clean washcloth if the first one is soiled.) Wipe and pat dry the buttocks and the area between the buttocks.

Make the consumer comfortable and put things away.

- 19. Take off the wet bed protector.
- 20. Put a dry bed protector under the consumer. (If you removed soiled bedding, put clean bedding on before the bed protector.)
- 21. Assist the consumer to get comfortable.
- 22. Lower the bed, if you raised it before. Raise the side rails.
- 23. Clean and put away the things you used. (If you removed soiled bedding, take the laundry bag or hamper to the laundry.)
- 24. Take off your gloves and throw them away. Wash your hands.
- 25. Report to the consumer about any problems you saw.



Making a Bed: Why It Matters

Handout 6

Making the bed is an important job. Read why it matters to these workers.

Don's tip—Making the bed is good for the consumer's skin.

"Wrinkled sheets can hurt the skin. They can even cause bed sores! So I try to keep the sheets smooth."

Abdul's tip—Having a clean bed feels better than having a dirty one.

"People here spend a lot of their day in bed. I think they should have a clean place to rest."

Pat's tip—Making the bed gets rid of germs.

"Sheets can have body fluids on them. That means germs. I don't want those germs on me, or anyone else!"

Jamie's tip—Making the bed keeps bugs away.

"Quite a few of the folks here eat in bed. Food can bring bugs. And who needs that?"

Review—Why Making a Bed Matters:

- Making the bed is good for the consumer's skin.
- Making the bed makes the consumer feel better.
- Making the bed gets rid of germs.
- Making the bed keeps bugs away.



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Making a Bed Safely

Handout 7

It's important to make a bed safely. Take these steps.

To keep germs from spreading:

- Wear gloves when you touch dirty linens.
- Fold dirty linens. Hold them away from your body. **Don't** shake them.
- Put dirty linens in a laundry bag or covered hamper right away. Wash them separate from other laundry.
- Wash your hands before touching clean linens. Wash them again after making the bed.
- Put clean linens in a clean place.
- Keep all linens—clean and dirty—off the floor.

To keep from getting hurt:

• Use good body mechanics for reaching, lifting, and turning.

To protect the consumer's skin:

- Put sheets and pillow cases over plastic covers.
- Smooth out wrinkles.



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Build Your Skills: Making an Empty Bed

Handout 8

Page 1 of 2

Get ready to make the bed.

- 1. Wash your hands.
- 2. Get the clean linens you will need. These may include:
 - Bedspread
 - Blanket
 - Bottom sheet
 - Top sheet
 - Draw sheet
 - Pillowcase
 - Bed protector
 - Mattress pad
- 3. Put the clean linens in a clean place near the bed.
- 4. If the consumer has a hospital bed, raise the bed to a good height for working (about waist level, so you don't have to bend down so much).
- 5. Put on gloves if bedding is soiled with body fluids.

Strip the bed.

- 6. Take off bedding that will be used again. Fold them. Put them in a clean place.
- 7. Take off dirty linens. Fold them, holding them away from your body.
- 8. Put dirty linens in a laundry bag or covered hamper.
- 9. Remove and discard gloves.

Put on clean bedding.

- 10. Smooth out wrinkles in the mattress pad. Or put on a clean one.
- 11. Put the clean bottom sheet in the middle of the bed. Unfold it. Tuck it in. If it's a flat sheet, miter the corners (fold up on a diagonal, then tuck under)
- 12. Put the draw sheet in the middle of the bed, if needed.
- 13. Put the clean top sheet in the middle of the bed. Unfold it, with the wrong side up and the wide hem at the top. Tuck it in. Miter the corners.
- 14. Put the blanket in the middle of the bed. Unfold it. Tuck it in. Miter the corners.



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Build Your Skills: Making an Empty Bed

Handout 8

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- 15. Put the bedspread in the middle of the bed. Unfold it. Make sure it covers the sheets and blanket.
- 16. Put on the clean pillowcase. Here's how:
 - Open the pillowcase.
 - With one hand, hold the case by the middle of the bottom seam.
 - Still holding the seam, fold the case over your hand.
 - With the same hand, hold the end of the pillow in the middle.
 - With your other hand, pull the case over the pillow.
- 17. Put the pillow at the top of the bed, with the open end away from the door. Pull the bedspread over the pillow.

Finish making the bed.

- 18. Lower the bed, if you raised it before.
- 19. Wash your hands.



Build Your Skills: Making a Bed With Someone in It

Handout 9

Page 1 of 2

Get ready to make the bed.

- 1. Wash your hands.
- 2. Talk with your consumer about needing to change the bed sheets. Explain what you will do. Keep talking while making their bed.
- 3. Give the consumer privacy.
- 4. Get the clean bedding you will need. These may include:
 - Bedspread
 - Blanket
 - Bottom sheet
 - Top sheet
 - Mattress pad
 - Bed protector
 - Pillowcase
 - Laundry bag or covered hamper
- 5. Put the clean bedding in a clean place near the bed. Stack them in the order in which you will use them.
- 6. Put on gloves if you might touch body fluids.
- 7. If the consumer is in a hospital bed, raise the bed to a good height for working (about waist level). Lock wheels. Lower the head of the bed.
- 8. Take off any top bedding that will be used again. Fold and put them in a clean place. If any top bedding is dirty, roll it and put into the laundry bag/hamper. For warmth and privacy, leave one blanket or top sheet on the consumer.

Make one side of the bed.

- 9. Loosen the dirty sheets at the bottom of the bed.
- 10. Stand at one side of the bed. (If using a hospital bed, lower the side rail on the side where you are standing.) Assist the consumer to turn on their side, facing away from you.
- 11. Loosen the dirty bottom sheet on the side near you. Roll it to the center of the bed and tuck along the client's back. Do the same with any other soiled bedding.



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Build Your Skills: Making a Bed With Someone in It

Handout 9

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- 12. Put on a clean bottom sheet on the side near you, folded in half lengthwise. The clean sheet should not touch the dirty sheet. Roll the top half to the center of the bed. Tuck the bottom half in at the side.
- 13. Assist the consumer to turn back towards you and then turn onto their other side, facing you, onto the clean bottom sheet. (Raise the side rail, if you lowered it before.) Make sure the consumer won't roll off, before you move to the other side of the bed!

Make the other side of the bed.

- 14. Go to the other side of the bed. (Lower the side rail, if there is one.)
- 15. Roll the dirty bottom sheet towards you. Roll it into a ball, holding it away from your body. Put it in a laundry bag or covered hamper. Do the same with any other soiled bedding.
- 16. Roll out the clean bottom sheet. Smooth out wrinkles and tuck it in. If it's a flat sheet, miter the corners.
- 17. Assist the consumer to turn back to the center of the bed.
- 18. Remove the sheet or blanket covering the consumer. Cover the consumer with the clean top sheet. Tuck it in. Miter the bottom corners. Raise the side rail (if you lowered it).

Put on blankets and change pillowcase.

- 19. Cover the consumer with a clean blanket. Tuck it in. Miter the corners.
- 20. Put the bedspread in the middle of the bed. Unfold it. Make sure it covers the sheets and blankets. Check that the bedding is not pressing on the consumer's feet. Loosen the bedding if necessary.
- 21. Gently take the pillow out from under the consumer's head. Take off the dirty pillowcase. Fold it, holding it away from your body. Put it in a laundry bag or covered hamper.
- 22. Put on the clean pillowcase. Follow steps in Handout 8, Step 16.
- 23. Gently put the pillow back under the consumer's head. Assist the consumer to get comfortable.
- 24. Lower the bed, if you raised it before.
- 25. If the consumer is using a call bell, make sure it is within reach.
- 26. Remove and throw away your gloves. Wash your hands.



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