

PRINCIPLES OF CAREGIVING: FUNDAMENTALS

CHAPTER 5 – JOB MANAGEMENT SKILLS

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OBJECTIVES

1. Identify components of stress.
2. Identify and describe causes, effects and indicators of stress.
3. Describe appropriate coping strategies.
4. Explain the importance of time management.
5. Identify and describe techniques for prioritizing duties and developing a work schedule.
6. Explain the term *boundaries* and relate it to professional standards.
7. Give examples of guidelines for professional boundaries.
8. List safety tips.

KEY TERMS

Boundaries	Priority
Coping strategies	Procrastination
Imagery	Relaxation
Personal space	Stress

A. STRESS MANAGEMENT

1. Identification of Causes of Stress

Stress is a daily component of our lives. Learning to manage stress is essential, not only to be effective in the workplace, but also to protect your health.

Stress is a person’s response to difficult situations: feeling irritated, anxious, or sick. When the stress level is manageable or when we have developed effective coping mechanisms, the impact of stress on our lives is minimal. Unfortunately, we do not always recognize the degree of impact. Perhaps we simply start feeling out of control of our lives. Unmanageable levels of stress can cause new problems or make problems worse. Sometimes this affects totally unrelated areas such as relationships, financial concerns, and work.

Stress is like getting ready to hit a baseball and wearing a blindfold to hit the ball. There are common signs and symptoms that are indicators of stress, including:

- crying
- depression
- no energy
- not sleeping
- stomach pains
- anxiety

Causes of stress

Stress is often negative, but it can be positive. Stress can occur from too much work, unrealistic deadlines, and financial pressures. Perhaps you are dealing with family issues while working a heavy schedule. If you have health problem or can’t sleep, things just get worse. This is negative stress.

Stress is also triggered by some of life's happiest moments. This can include getting married, having a baby, buying a home, or starting a new job. These events are often associated with positive outcomes, and they are very meaningful. This means they require a lot of personal energy and investment. In these situations, stress acts as a motivator—it is positive stress.

Effects of stress

The research shows that some stress is good. Stress “revs up” the body, creating naturally-occurring performance-enhancing chemicals like adrenalin and cortisol. These are hormones that get us prepared for emergency action. This gives a person a rush of strength to handle an emergency (fight or flight). It can heighten the ability to “fight tigers” in the short term.

If severe stress goes unchecked for a long time, performance will decline. The constant bombardment by stress-related chemicals and stimulation will weaken a person's body.

What happens when you are stressed?

	Normal: You are relaxed	You are under some pressure	You feel a lot of acute pressure	There is chronic pressure → stress
Brain	blood supply normal	blood supply up	thinks more clearly	headaches or migraines, tremors and nervous tics
Mood	happy	serious	increased concentration	anxiety, loss of sense of humor, crying, depression, rage, difficulty sleeping
Saliva	normal	reduced	reduced	dry mouth, lump in throat
Muscles	blood supply normal	blood supply up	improved performance	muscular tension and pain
Heart	normal rate and blood pressure	increased rate and blood pressure	improved performance	hypertension and chest pains
Lungs	normal respiration	increased respiration rate	improved performance	coughs and asthma
Stomach	normal blood supply and acid secretion	reduced blood supply and increased acid secretion	reduced blood supply reduces digestion	ulcers due to heartburn and indigestion stomach pain
Bowels	normal blood supply and bowel activity	reduced blood supply and increased bowel activity	reduced blood supply reduces digestion	abdominal pain and diarrhea
Bladder	normal	frequent urination	frequent urination due to increased nervous stimulation	frequent urination, prostatic symptoms
Sexual Organs	Men: normal. Women: normal periods, etc.	Men: impotence (decreased blood supply) Women: irregular periods	decreased blood supply	Men: impotence Women: menstrual disorders
Skin	Healthy	decreased blood supply - dry skin	decreased blood supply	dryness and rashes
Biochemistry	normal: oxygen consumed, glucose and fats released	oxygen consumption up, glucose and fats consumption up	more energy immediately available	rapid tiredness, no energy

Adapted from: "Stress – How it Affects Us." The Stress Management Society, Harrow, United Kingdom, www.stress.org.uk/4617/9903.html.

Ultimately that leads to degenerating health. In extreme cases, it can cause psychological problems such as post traumatic stress disorder or cumulative stress disorder.

When stress becomes too much to handle, it can have an effect on physical health. The table on the previous page describes what happens when a person experiences too much stress.

2. Coping Strategies

There are a number of techniques that help you deal with stress. Specific actions and relaxation exercises are suggested below. Unhealthy coping strategies include drugs, alcohol, and cigarettes. These mask the problems and only delay finding a solution and implementing an action plan.

If you find that the individual or family you are assisting is having any of the symptoms listed above, report your observations to your supervisor. If you find you are having any of these symptoms, try to identify the reason or cause of the stress. Then develop an action plan to manage the stress. Following are some effective, healthy stress management coping strategies.

3. Taking Action

Reason for Stress	Action to Take
Unrealistic expectations	Set realistic goals.
Negative thinking	Consciously choose to think positively. Think of the positives in your life.
Feeling of being out of control	Act—do not react. Make an action plan.
Someone else setting limits for you, being domineering	Understand what you are responsible for. Evaluate and then take the appropriate action. Be assertive (refer to Assertive Communication in Chapter 3).
Not feeling confident of what you are doing	For job related: Talk to your supervisor for direction, take advantage of in-services, ask questions (this is referred to as professional growth). All employers would rather you ask questions than handle the aftermath of mistakes. For personal advice: Seek out a valued friend, clergy, or counselor.
Feeling overwhelmed	ASK FOR HELP! Make a plan to break up the task into smaller pieces.

Components of effective stress management include:

- strong social support
- exercise
- diet
- rest
- relaxation techniques
- realistic expectations
- positive self-talk
- time-management
- effective communication
- realistic expectations

4. Relaxation Techniques

Deep control breathing

Take a deep breath of air through the nose and slowly release the air through your mouth. Good air in, stressed air out.

Get in a comfortable position. You can do this either sitting or lying down. When lying down put your hand on your stomach, take a deep breath through your nose and then let it out through your mouth. Let your hand feel your abdomen go up and down while taking the deep breaths.

You can do this while sitting in traffic, on hold on the phone, watching TV at commercial time, etc.



Progressive muscle relaxation

- Get in a comfortable position. If possible lay down. Let your whole body relax gradually.
- Breathe slowly through your nose. Feel the cool air as you breathe in and out. Let your awareness turn away from your daily cares and concerns. Close your eyes and let your awareness turn inward to the physical sensations of your body.
- Tighten the muscles of your face. Feel the tension in your face. Hold for ten seconds. Release. Feel the tension flow outward.
- Tighten your eyebrows by squeezing them. Feel the tension by your eyebrows. Hold for ten seconds. Release and feel the tension flow outward.
- Clench your jaw tight. Feel the tension in your jaw. Hold for ten seconds. Release. Feel your jaw drop. Allow your jaw to drop.
- Squeeze your neck muscles and hold for ten seconds. Release. Feel the tension leave your face. You feel relaxed. You are relaxed.
- Take a deep breath and hold. Feel the tension in your chest from holding your breath. Exhale and feel the tension leave your body. Repeat.

- Tighten your fists or your arms. Feel the muscle tension. Hold for ten seconds. Release and feel the tension travel down your arms.
- Open your fingers on your hands and feel the tension slip out from your fingers. You are feeling so relaxed. You are relaxed.
- Stretch and tighten your toes. Hold. Release. Feel the tension leave your toes.
- Squeeze your legs together and feel the tension in your legs. Hold for ten seconds. Release and feel the tension leave your body. You feel relaxed. You are relaxed.
- Breathe in through your nose and slowly say, “I am”, exhale through your mouth and say, “relaxed”.

Autogenic Imagery

You can use the autogenic exercise in several different positions. This is useful if you are at the office or in a meeting. Sit in an armchair with your head, back, and arms in a comfortable, supportive position. Sit as relaxed as possible. If you are at home, lie down with your head supported, legs about eight inches apart, toes pointed slightly outward, and arms resting comfortably at the side of your body without touching it. If at home close your eyes. Let your mind be like a quiet pool, with no thoughts rippling the surface.

Simply say these phrases to yourself. Repeat each phrase slowly three to four times:

My head is heavy and calm

My face is warm and relaxed

My eyelids are heavy and warm

My jaw is heavy and relaxed

My shoulders are heavy and warm

My right hand is heavy and warm

My left hand is heavy and warm

My chest is heavy and relaxed

My abdomen is soft and warm

My right leg is heavy and warm

My left leg is heavy and warm

My breathing is calm and regular

My heartbeat is calm and regular

My stomach is calm and relaxed

My body feels quiet and comfortable

My mind is quiet and refreshed

I am relaxed and refreshed

Be creative in using your own symbols for how your body can heal itself.

Guided Imagery

Guided imagery is fun to do. Go to your happy place, your own private happy place. *I am relaxed!* If you are on the beach:

It is a perfect day at the beach
The sand is warm.
You can feel the gentle breeze caress your face.
Feel the gentle warmth of the sun all over your body.
You can even feel the warm sand run through your fingers.
Can you hear the waves gently lapping onto the shore?
You can see the water as if there were diamonds sparkling.

As you look at the ocean you see the endless horizon.
This is real. This is real. This is real.
I am relaxed. I am relaxed. I am relaxed.
Focus on your special place and feel every aspect of your happy place.

5. In Summary

There are many benefits of being able to manage stress:

- Looking forward to getting up in the morning.
- Having more energy, feeling less burdened.
- Starting the day with a positive attitude.
- Being able to make better decisions.

Remember to practice your favorite relaxation technique on a regular basis. Doing your favorite relaxation technique is like working out at a gym to build more muscle. You need to do it regularly.

Did you know?

- | | | |
|---|------|-------|
| 1. All stress is bad | True | False |
| 2. Positive things can cause stress (e.g., a new baby)..... | True | False |
| 3. Stress can cause physical health problems..... | True | False |
| 4. Breathing techniques can help you relax | True | False |
| 5. You can learn techniques for dealing with stress | True | False |

B. TIME MANAGEMENT AND ORGANIZATION

1. Importance of Time Management and Organizational Skills

It is very important to work smart and be organized. You want to prioritize tasks and try to plan ahead. This will give you time for unforeseen emergencies.

It is easy to spend too much time responding to immediate problems. Then you might be moving into the danger zone of high stress levels and possible burn-out. People whose lives seem always to be at the mercy of circumstances are usually those who wait for things to happen, and then react to them. Other people seem more on top of things. They are usually those who see things coming and act in good time to guard against them (or benefit from them).

Do not neglect activities just because they are not urgent, otherwise they soon will be. An example is putting off getting gas until the last minute and then not being able to find a gas station. You should aim to schedule at least half your time planning ahead, leaving the rest of your time available for reactive and maintenance tasks (e.g. keeping things running smoothly), as well as unexpected interruptions. An example is deciding what you will wear the next day and laying it out the night before, cutting down the last minute rush in the morning.

Remember, one of the biggest robbers of time is *procrastination*. You need to develop the skill of not putting off unpleasant tasks until later, because later can become URGENT! You can develop **good organizational skills** by planning ahead, prioritizing, and making lists and schedules.



2. Prioritizing Duties

Before you can develop a work schedule, you should make a list of all the tasks that need to be done. Prioritize your daily tasks list by assigning a value (*A*, *B*, or *C*) to each item on the list. Place an *A* next to items that must be done. Place a *B* next to any task that is important and should be done. After all the *A* tasks are completed, and you have time, you would work on the *B* items. Finally, write a *C* next to any task that is less important and could be done later. That is, after the *A* and *B* tasks have been completed, you'll do the *C* tasks.

Category A – Must be done: Activities include those that possibly affect the health and safety of the client. Examples would be bathing for an individual who is incontinent or washing soiled bed linens.

Category B – Important and should be done: Category B activities allow you to plan ahead but can wait until A tasks are done. Care must be taken because Category B can quickly become Category A. Examples would be grocery shopping for supplies and shampooing hair for a family outing.

Category C – Less important and could be done: Activities in this category can be done when the A and B tasks are done. Examples would be rearranging dresser drawers or polishing silverware.

You may even want to prioritize further by giving a numerical value to each item on the list. In other words, determine which A task is most important and label it A-1. Then decide which A item is next most important and label it A-2, and so on. Do the same for B and C tasks.

3. Developing Work Schedules

Procedures for developing and implementing a work schedule:

- a. Establish a time for planning at the beginning of a shift or each week.
- b. Enter all fixed activities in your schedule (for example, the person has an assigned wash time in the community laundry on Wednesday mornings).
- c. Develop a priority tasks list, as described earlier, to identify and prioritize all the tasks you have to complete.
- d. Complete your schedule by transferring the items on your priority tasks list to your schedule. Put the A items first, followed by the B items, and finally as many of the C items you think you can accomplish.
- e. Each evening, check your schedule for the next day and make modifications as needed (for example, changes in appointments, unexpected assignments, or unusual demands on time).
- f. Combine activities. Use the "two-fer" concept: begin two tasks, using downtime on one to work on the other (for example, washing dishes while clothes are in the dryer).
- g. **Make room for entertainment and relaxation for both you and the client.** Plan fun activities in your priority list.

As you plan the schedule for the client make sure you plan time for yourself. Use these same tips to schedule tasks for your personal life. Make room for entertainment and relaxation.

Make sure you have time to sleep and eat properly. Sleep is often an activity that DCWs use as their time management *bank*. When they need a few extra hours for activities or work, they withdraw a few hours of sleep. Doing this makes you tired, less productive, stressed out and burned out.

REMEMBER THAT FLEXIBILITY IS EXTREMELY IMPORTANT. But you need to contact the supervisor if:

- The client is piling too many tasks on you (being unreasonable with expectations).
- You are being asked to do something that is not on the care/support plan.



4. Time Management Activity

Break into groups and plan a work schedule for this scenario.

You have been assigned to Kathy three mornings a week (M-W-F) from 8 to 11 a.m. Kathy needs assistance with showering. She occasionally soils the linens at night. She needs help in preparing breakfast and lunch but can feed herself. You need to prepare breakfast and put something in the refrigerator for lunch (her relative fixes dinner for her). You need to do the shopping and pick up her meds. She has a doctor's appointment at 9:30 a.m. on Wednesday and a relative will be picking her up at 9:15. The following cleaning tasks are listed on her service plan:

Daily cleaning tasks

- Pick up toys, magazines, newspapers, etc., especially if in the walkway.
- Make beds.
- Empty wastebaskets and take out trash.
- Do dishes and wipe off counters.
- Clean top of the stove.
- Sweep kitchen.

Weekly cleaning tasks

- Change bed linens.
- Dust furniture.
- Clean shower and tub.
- Clean switch plates.
- Clean mirrors.
- Vacuum floors and carpets.
- Mop floors.

C. BOUNDARIES

Direct care professionals have professional standards. You also know your role as a DCW and the importance of following the service plan or support plan for the client. Review the roles and responsibilities and professional standards of DCWs in Chapter 1, Overview, in this course manual. All of these guide your work and behavior.

- **Roles and responsibilities:** Understand your duties, know how to do your job, learn policies and procedures.
- **Professional standards:** Behavior and attitude that show respect and get respect back. This includes honesty, reliability, respect for privacy and cultural differences. It also means that you always strive to do the best job possible.
- **Boundaries:** Set limits to personal involvement, feelings, and sharing of personal information. Having boundaries is part of maintaining professional standards.

1. Personal and Professional Boundaries

- **Professional boundaries** are guidelines for DCWs at work. They describe how to speak and react to the client and family members. This can include the use of first names or last names, participation at family events, and sharing personal information.
- **Personal boundaries** are about your own expectations. How do you want to be addressed and treated? Often the professional and personal boundaries overlap.

2. Knowing Your Personal Boundaries

There are many ways to define boundaries. Dr. Vicki Rachner describes them as fences around your body and soul.¹ Boundaries are the lines that define your own personal space. *Crossing the line* means violating a personal boundary. Another way to say it is knowing where you end and somebody else begins, what you're responsible for and what you're not, and what is your need and what is somebody else's need.²

If you want people to treat you the way you want to be treated, you need to tell them about your boundaries.

- **Identify your boundaries:** How do you want people to speak to you? What behaviors are acceptable? Will you tolerate people raising their voices or making jokes?

¹ Vicki Rachner, MD, "Setting Limits as a Caregiver."

www.strengthforcaring.com/manual/stress-relief-stress-management-tips/setting-limits-as-a-caregiver/

² "Taking Care of Yourself – Having Healthy Boundaries." Pauktuutit Inuit Women of Canada.

<http://www.pauktuutit.ca/caregivers/downloads/Boundaries.pdf>

- **Tell people what your boundaries are:** Learn to say no. Tell people how to treat you, using an assertive communication style. Remind yourself how you want to be treated, for example, that you are a mature person and a professional caregiver.
- **Enforce your boundaries:** Don't let others invade your space. Don't let them make you uncomfortable. Tell them in a polite and assertive way when they cross the line.

Based on "Focus on: Boundaries" Caregiver News, HSI Caregiver Support Services, January 2008, Missy Ekern www.hsicare.org/programs/eldercare/documents/CaregiverNews-January2008.doc

3. Guidelines for Professional Boundaries

a. Sharing personal information

- Share personal information only if you think it may help the individual.
- Don't talk about your own problems; the client may start worrying about your problems.

b. Personal relationships

- As a DCW you are in the person's home as a professional, not as a friend.
- Do not tell sexually oriented stories or jokes. Don't flirt.
- Don't use terms like *honey* or *sweetie*. They can be disrespectful and they can create the impression that you are showing a personal interest.
- Maintain professional demeanor when you witness the client's disability, pain, or personal problems. If you feel yourself getting emotional or worried personally, speak to your supervisor or seek guidance from another trusted individual.

c. Touch

- Use touch sparingly. When you provide personal care, be respectful of the other person's modesty and sense of privacy.
- Don't assume that people like to be hugged.
- Don't let clients touch you in a way that makes you feel uncomfortable.

d. Personal appearance

- Choose clothing that makes a professional impression. Clothes should be neat and not too casual or revealing.
- Choose personal hygiene products (make-up, cologne, after shave) carefully. Keep your hair and nails groomed without appearing flashy. Limit jewelry.

e. Gifts and favors

- Follow your agency’s policies on gifts. Report offers of large gifts to your supervisor.
- Don’t use the client’s personal items (clothes, telephone, etc.) for your personal use.
- Don’t ask for a loan of money, car, or other items.
- Don’t buy or sell items from or to your client.

f. Work schedule

- Stick to your scheduled work time. You should be on time, and you should expect to leave on time, unless the client cannot be left alone.
- If you spend unscheduled time with the individual, boundaries may be crossed. If the person needs more assistance, tell your supervisor. If you feel you want to stay, you may be crossing the line between work and personal relationship.
- Don’t feel guilty for leaving when your work is done.

g. Secrets and confidential information

- Don’t share information about your agency or co-workers. Don’t express frustration about your job.
- Do not keep personal or professional secrets with a client.

Based on “Boundaries” The Wisconsin Caregiver Project, Train-the-trainer handouts.
<http://www.uwosh.edu/ccdet/caregiver/Documents/Plummer/Handouts/paulabndrscrgvr.pdf>

Did you know?

- | | | |
|--|------|-------|
| 1. Professional boundaries are the same for all DCWs | True | False |
| 2. You should never talk with a client about yourself..... | True | False |
| 3. If you are friends with a person, you can help them better..... | True | False |
| 4. Touching a person is a good way to build trust | True | False |

D. PRINCIPLES OF BODY MECHANICS

Some of the most common injuries sustained by healthcare workers are severe muscle strains. Many injuries can be avoided by the conscious use of proper *body mechanics* when performing physical labor. Body mechanics is the utilization of correct muscles to complete a task safely and efficiently, without undue strain on any muscle or joint.

Using correct body mechanics is an important part of a DCWs job because:

- The individual with a disability depends on the DCW for hands-on assistance. If the DCW does not take care of his/her back with correct body mechanics, the DCW will not be able to provide that assistance.
- Not using correct body mechanics puts the safety of the client and DCW at risk.
- Some injuries cause permanent disabilities.

Just as lifting, pushing, and pulling loads can damage your back, so can bending or reaching while working in an individual's home. As a DCW, you may have witnessed firsthand the pain and misery a back injury can cause. The good news is that you can learn some simple ways to reduce the risk of injury.

Body mechanics principles that play an integral part of this section are:

- **Center of gravity over base of support.** It is important for the DCW to be aware of center of gravity over base of support in working with a client. Usually a person's center of gravity is right behind a person's navel (belly button). A good base of support is being in a standing position where the feet are slightly apart and knees slightly bent.
- **Principles of body leverage.** Using leg and arm muscles is important, but so is applying body leverage. Mirror posture of the client. Use body as a whole and not just one part.



Procedure: Lifting Objects with Good Body Mechanics

1. Start with good standing position; feet are shoulder width apart.
2. Keep knees bent slightly.
3. Keep your center of gravity (which is usually right behind the navel) over base of support (which is the proper stance the person is in).
4. Squat with the chest and buttocks sticking out. This position will keep your back flat.
5. When you squat down or squat back up, place your elbow or hand on your thigh or the counter to take some pressure off your back.
6. Use leg and upper body muscles when elevating/lowering an object, keeping body in alignment (keep your buttocks behind you, no twisting). Utilize the whole body to complete the task.

7. Keep object close to body (a 10 pound weight at arm's length will put 150 pounds of pressure on your back).

Practical tips

- Maintain good stance – be aware of your center of gravity over base of support.
- Keep objects close to you.
- Keep your bottom behind the activity! Don't twist from side to side.
- Bend your knees. Lift with your legs (not with the back). Squat with your back in neutral position.
- Don't lift objects that are too heavy.
- Use a stool or ladder to retrieve items above your head.
- Think before you do. Mentally plan and practice your task.
- Maintain your natural spinal curves. Maintain neutral posture when you are sitting, standing, lifting, pushing or pulling.
- Pivot, don't twist. Turn your feet rather than twist your body.

Don't forget!

- Keeping your feet too close together results in poor leverage; you may lose your balance.
- Rounded back results in stress on the back.
- Twisting your upper body can result in a strained back.
- Carry items close to your body.



I Just Didn't Listen

I am a caregiver and I thought I knew all about body mechanics. I took a four-hour class about how to stand, transfer, use a mechanical lift, etc. I really thought I knew what to do. I remember my instructor telling me she was going to give us some “tools” in how to interact with our environment. Some of the “tools” were to keep our center of gravity over our base of support, and she really emphasized to make sure you keep your butt behind you. She even added, to push this point stronger, to keep your butt behind all your activity. We all chuckled when she made this statement. She challenged us for the next two weeks to focus on keeping our butts behind all our activity. I thought I had this down pat. Well, I messed up and messed up BIG TIME! I was sitting on the couch watching TV and my three year old niece was sitting next to me. I love my niece, she sure puts a smile on my face. Well, I just turned to pick her up to put her on my lap to snuggle and POW! I felt the twinge in my back. I couldn't believe it, I just couldn't believe it. I needed to set up an appointment with my doctor. “Yes,” he said, “it looks like you pulled a muscle.” I was lucky it was not any worse than the pulled muscle. I thought back at what I did, and I realized I did not have my butt behind me. I actually twisted myself. It was so easy not to follow the directions. I am now really challenging myself to focus on the tools my instructor gave me, and I think I have it this time. Next time I will just tell my niece to snuggle up on my lap rather than have me twist and lift. No more twisting for me. Well, maybe on the dance floor!



When holding, lifting or carrying items

- Before lifting boxes and cases, check to see if the weight is given so you can prepare to lift properly.
- Keep the item close to your body.
- Turn with the feet, not the torso.
- Keep your back straight.
- Use your legs to do the lifting.
- Get close to where you want to set the item down.



Source: United States Dept. of Labor, <http://osha.gov/ergonomics/guidelines/grocerysolutions/index.html>

E. SAFETY TIPS FOR THE DCW

1. Before leaving your home, know how to change a tire and take emergency supplies with you. Always use reliable transportation with plenty of fuel.
2. Always inform your office regarding the address you are visiting and the anticipated length of time you will be there.
3. Alert the client (when possible) that you are coming and have him or her watch for you.
4. Have accurate directions to the street, building, or apartment. Obtain a map to identify the location to which you are traveling.
5. Drive with the windows closed and all car doors locked. Keep your purse or wallet in the trunk.
6. As you approach your destination, carefully observe your surroundings. Note location and activity of the people; types and locations of cars; conditions of buildings (abandoned or heavily congested buildings).
7. If you see a gathering of people, do not walk through them. Walk on the other side of the street.
8. Before getting out of the car, once again thoroughly check the surroundings. If you feel uneasy, do not get out of the car and notify your office.
9. Park your car in a well-lit, heavily traveled area of the street. Lock your car and lock your personal items in the trunk.
10. Do not enter the home if the situation seems questionable (for example, drunk family members, family quarrel, combativeness, unleashed pets, etc). If your instinct tells you to leave, you may want to say, *"I am leaving now. I forgot I have another appointment."* You should call 911 if in danger. Never try to take care of such situations on your own!
11. Note your exits when you enter a client's residence. Try to always have a safe way out.
12. You should remain cautious when approaching pets within the home/community setting. They may be territorial and protective of their owners. It may be necessary to ask a family member to confine them briefly while you are completing your assessment and/or visit.
 - **Be alert**
 - **Be observant**
 - **Trust your own instincts**
 - **Know how and when to call 911**

Did you know?

1. You are going to a person's home for the first time.
 - a. You don't tell anyone when you are going there.
 - b. You tell someone in the office where and when you go.
2. You are walking to work. There is a group of 5 people on the sidewalk, talking loudly.
 - a. You walk by them and say hello.
 - b. You walk on the other side of the street if possible.
3. You ring the doorbell at a home and hear a dog.
 - a. You are cautious because the dog could be dangerous.
 - b. You have nothing to fear because dogs protect people.
4. You need to move a box from the floor to the counter.
 - a. You bend your knees and pick up the box with both hands.
 - b. You reach down with one hand and lift, using the free arm as a counterweight.

F. RESOURCES

- The Wisconsin Caregiver Project <http://www.uwosh.edu/ccdet/caregiver/>
- National Association for Regulatory Administration
<http://naralicensing.org/displaycommon.cfm?an=1&subarticlenbr=22>
- "Focus on: Boundaries" Caregiver News, HSI Caregiver Support Services, January 2008, Missy Ekern,
www.hsicares.org/programs/eldercare/documents/CaregiverNews-January2008.doc