

COURSE NAME: Homemakers & Their Clients **CODE NO:** HSW 032

TOTAL CREDIT HOURS: 60

PREREQUISITE(S): N/A

I. PHILOSOPHY/GOALS:

This course is intended to give Home Support Workers an overview of the relationship between the Homemaker Service, the Health and Social Services team and agencies which purchase Homemaker services. The role of the Home Support Workers in the health care system is examined through a discussion of the skills necessary. The student will be introduced to various client groups and human behaviors. Emphasis will be on more dependent client and the client with special needs. Communication techniques will be explored utilizing an experiential approach. Basic Cardiopulmonary Resuscitation is part of this course.

II. STUDENT PERFORMANCE OBJECTIVES:

Upon successful completion of this course the student will:

1. Participate on the home service team by contributing to the assessment of the client needs and to the development of an appropriate plan of care.
2. Work with children and adults at all stages of growth and development.
3. Effectively utilize technique of communication.
4. Meet the needs of safety and protection in the home.
5. Assist in meeting the needs of clients with chronic illness.
6. Assist the terminally ill client and family
7. Report observations using appropriate channels.

III. TOPICS TO BE COVERED:

1. Overview
2. The Health and Social Services Team
3. Homemaker Skills
4. Growth and Development
5. The Family
6. Stress
7. Substance Abuse
8. Family Violence
9. Reactions to Illness and/or Dependence
10. Encouraging Independence
11. Children and the Elderly
12. Relating to Client
13. Acutely & Chronically Ill Clients
14. Confused Clients
15. Terminally Ill Clients
16. Personal Feelings Towards Death & Dying
17. Basic Cardiopulmonary Resuscitation

IV. LEARNING ACTIVITIES

LEARNING RESOURCES

1.0 Overview

Upon successful completion of this module the individual will be able to:

- 1.1 state the aims of the Homemaker Service Text pg 3
Discussion
- 1.2 define the terms Homemaker / Home Support Worker/Homemaker Supervisor. Text pg 5

2.0 Health & Health Services Team

Upon successful completion of this module the individual will be able to:

- 2.1 define the roles of the members of the Health and Social Services Team Text pg 4
- 2.2 describe the agencies which purchase the services of Home Support Workers. Text pg 3

3.0 Homemaker Skills

Upon successful completion of this module the individual will be able to:

- 3.1 describe why Home Support Workers should be able to adapt easily to change and be able to listen well Text pgs 6,7,8,9
- 3.2 describe what Home Support Workers should report and to whom they should report Text pgs 23, 24
- 3.3 list the steps to follow in observing clients Text pg 20, 21, 22
- 3.4 describe the process involved in assessing client needs Text pgs 21, 22, 31

4.0 Communication Skills

Upon successful completion of this module the individual will be able to:

LEARNING OBJECTIVES**LEARNING RESOURCES**

4.1 Propose methods by which fears might be overcome.	Exercise-Identify Fears Video - Pack Your Own Chute Group Discussion
4.2 Explain what would be a constructive reaction to justifiable anger.	Exercise - Identify Feeling Handout - Dealing with Anger Constructively
4.3 Compare discrimination and prejudice with respect to definition and effect	Group Discussion
4.4 Suggest a way a person might deal with his/her shyness.	Group Discussion
4.5 Describe the characteristics of assertive, aggressive and passive people.	Role playing & presentation Handouts
4.6 Identify effective communication techniques that improve listening and understanding.	Role playing Text pgs 16,17,18
4.7 Recognize and define non-verbal cues.	Role playing
4.8 Demonstrate effective communication (ie giving information, receiving information) Understanding the message and respond to the message	Role Playing
4.9 Describe mature and immature reactions to given problem situations.	Group discussion Group & self evaluation
4.10 Demonstrate effective communication through role play	Role Play/Handouts
4.11 Describe methods and techniques to effective communication.	Text pgs 16,17,18
4.12 Identify blocks to communication	Discussion - Role Play
4.13 Assess personal communication skills	Discussion - Role Play
4.14 Describe reactions to clients expression of anger, hostility and withdrawal.	Discussion - Role Play Video - Face to Face

LEARNING OBJECTIVES

LEARNING RESOURCES

5.0 Growth and Development

Upon successful completion of this module the individual will be able to:

- 5.1 Identify the basic needs of all humans
- 5.2 Identify needs and problems that arise at particular stages (ie frail elderly)
- 5.3 Identify specific client needs
- 5.4 Discuss methods of meeting needs
- 5.5 Describe collaboration with team members
- 5.6 Describe the role of the Home Support worker in implementing a plan to meet the need
- 5.7 Assist in the evaluation of a plan

Text pg 28, 29

6.0 The Family

Upon successful completion of this module the individual will be able to:

- 6.1 describe how families influence behaviour
- 6.2 identify the reasons for conflict between family members

Video - Changing Family Relationships (Daddy's Girl)

Text pgs 32, 33

Text pgs 36, 37

7.0 Stress

Upon successful completion of this module the individual will be able to:

- 7.1 define the term "stress"
- 7.2 describe why stress is a fact of life

Video - Health, Stress & Coping

Group Discussion

LEARNING OBJECTIVES

LEARNING RESOURCES

7.3	identify the effects of stress on children and adults	
7.4	describe ways to deal with stress personally	Group Discussion
7.5	describe ways to help a client handle stress	Brainstorm
7.6	describe negative and positive aspects of stress	Handout
8.0	Substance Abuse Upon successful completion of this module the individual will be able to:	
8.1	describe the effect of substance abuse	Text pg 40, 41
8.2	identify the possible effect of long term substance abuse	Text pg 41
8.3	define the term "alcoholic" and name organizations which assist alcoholics and their families	Guest Speaker
8.4	explain why the elderly are at risk of abusing alcohol and drugs	Guest Speaker
8.5	describe the behaviors of those misusing alcohol and/or drugs.	Text pg 41
9.0	Family Violence Upon successful completion of this module the individual will be able to:	
9.1	define abuse and common causes of abuse	Video "Hitting Home" A report on violence
9.2	describe what is meant by child abuse	Handout

LEARNING OBJECTIVES

LEARNING RESOURCES

9.3	identify the symptoms of child abuse	Handout/Discussion
9.4	state the reason why a man may abuse his wife	Handout/Discussion
9.5	describe what is meant by abuse of the elderly	Handout/Discussion
9.6	identify elderly people who may be especially at risk of being abused and identify the symptoms of abuse	Case Study - Group Discussion
9.7	discuss the influence of attitudes on ability to recognize and cope with a situation	Exercise - Values Group Discussion
9.8	describe the legal responsibilities in reporting suspected abuse	Handout/Clarification
10.0	Reactions to Illness and/or Dependence Upon successful completion of this module the individual will be able to:	
10.1	identify the emotional reactions clients may have to being ill and/or dependent	Text pg 34, 35, 36
10.2	describe depression and its symptoms	Text pg 39
10.3	describe the relationship between depression and suicide	Handouts
10.4	describe reactions to depression	Group Discussion
10.5	identify methods of coping with depression	Brainstorm
10.6	display positive attitudes when working with depressed clients	

LEARNING OBJECTIVES

LEARNING RESOURCES

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|-------------|---|-----------------------|
| 10.7 | describe the HSW's role with clients experiencing behavior changes. | |
| 10.8 | describe the reporting responsibilities to agencies regarding behavior changes | |
| 10.9 | describe the physical problems which can result from lack of movement of the body | Text pg 148, 196, 197 |
| 10.10 | identify the effects of various care measures on the different body systems | Discussion |
| 11.0 | Acutely & Chronically 111 Clients
Upon successful completion of this module the individual will be able to: | |
| 11.1 | define the term acute and chronic illness | |
| 11.2 | identify major characteristics of common illnesses Homemakers may encounter: | |
| | Alzheimers | Text pg 288-294 |
| | Arthritis | Text pg 288-294 |
| | Cancer | Text pgs 130-136 |
| | Diabetes | Text pgs 341-347 |
| | Emphysema | Text pg 308 |
| | Heart Attack | Text pgs 318,338,345 |
| | Multiple Sclerosis, | Text pg 274 |
| | Parkinson's Disease | Text pg 273 |
| | Stroke | Text pgs 279-280 |
| 11.3 | describe the affects of illness on the lifestyle of client and family | Text pgs 65-67 |

LEARNING OBJECTIVES

LEARNING RESOURCES

11.4	describe the affects of illness on activities of daily living (ADL)	Discussion
11.5	describe the role of the Home Support Worker in assisting clients with chronic illness to carry out ADL	Discussion
12.0	Confused Clients Upon successful completion of this module the individual will be able to:	
12.1	list the characteristics of confusion	Discussion, Handouts
12.2	identify the various causes of confusion	Discussion
12.3	describe care guidelines and methods of stimulating mental activity	Discussion
12.4	describe dementia and related behaviors	Discussion
12.5	describe reactions and methods of coping with clients with Senile Dementia	Video
13.0	Terminally Ill Clients Upon successful completion of this module the individual will be able to:	
13.1	identify the stages in the grieving process	Text pg 81
13.2	describe the special emotional and physical needs of those who are dying	Text pgs 82,83,85,86
13.3	express your own attitudes and feelings on dying	Text pg 84
13.4	describe the effect of attitudes on the workers ability to cope	Discussion
13.5	describe and identify family responses to terminal illness	Discussion

LEARNING OBJECTIVES

LEARNING RESOURCES

13.6	describe possible reactions to death of a family member	Discussion
13.7	describe the Home Support Workers role and response to a clients dying and death	Discussion
14.0	Successful Teamwork in Life & Work Upon successful completion of this module the individual will be able to:	
14.1	Identify behaviors that are helpful and harmful when working with others	Exercise - Group Brainstorm Discussion
14.2	Assess their own level of leadership and identify ways in which he/she can demonstrate initiative.	Exercise Discussion & Feedback
14.3	Identify factors that indicate a person is likely to be successful in reaching company/work goals.	Exercise in identifying goals reached
14.4	Determine common causes of failure and suggest how each might be minimized or eliminated.	Exercise
14.5	Compare conflict, competition and cooperation describing a work related situation involving each.	Group discussion
14.6	Recognize problems, identify problem solutions -	Group Discussion Skill Application
14.7	Utilize the decision making process to devise solutions for the given case studies.	Skill Application - Group
15.0	Basic Cardiopulmonary Resuscitation	
15.1	Demonstrate emergency Cardiopulmonary Resuscitation	Skill Application

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V. EVALUATION METHODS; (INCLUDES ASSIGNMENTS, ATTENDANCE REQUIREMENTS ETC.)

Students are expected to attend all of the sessions in order to be evaluated fairly and accurately. Full attendance is essential for maximum benefits to the students.

Evaluation will be based upon attendance, participation, willingness to demonstrate skills and to contribute to the overall effort of all the students.

Grading

Attendance & Participation	50%
Assignments	15%
Quizzes	20%
Cardiopulmonary Resuscitation	15%
	100%

Assignments

Each student will be expected to write a short (one page) case study on a client exhibiting one of the common illnesses.

VI. LEARNING RESOURCES:

1. Being A Homemaker/Home Health Aide, Third Edition, Zucker, Elena, R.N., MSN, A Brady Book, Prentice Hall
2. Workbook to Being A Homemaker, Home Health Aide, Third Edition, Elbrite, Lou J. R.N., M.S., PhD. A Brady Book, Prentice Hall
3. Cardiopulmonary Resuscitation Manual, Basic Rescuer, Heart and Stroke Foundation of Ontario

Any other ready material will be provided by the instructor, if deemed relevant by the instructor.