

COURSE NAME: **Homemakers & Their Clients**

CODE NO:

TOTAL CREDIT HOURS: 60

PREREQUISITE(S):

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 *it* Chronically Ill Clients
14. Confused Clients
15. Terminally Ill Clients
16. Personal Feelings Towards Death &. Dying
17. Basic Cardiopulmonary Resuscitation

IV. LEARNING ACTIVITIES:

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:

- 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

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LEARNING OBJECTIVES	LEARNING RESOURCES
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 <i>it</i> 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
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	Text pg 28, 29
5.2 Identify needs and problems that arise at particular stages (ie frail elderly)	

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- 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

6.0 The Family

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

Video - Changing Family Relationships (Daddy's Girl)

- 6.1 describe how families influence behaviour
- 6.2 identify the reasons for conflict between family members
- 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
- 7.3 identify the effects of stress on children and adults
- 7.4 describe ways to deal with stress personally
- 7.5 describe ways to help a client handle stress
- 7.6 describe negative and positive aspects of stress

Text pgs 32, 33

Text pgs 36, 37

Video - Health, Stress & Coping

Group Discussion

Group Discussion

Brainstorm

Handout

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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 e 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
- 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

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LEARNING ACTIVITIES

LEARNING RESOURCES

10.0 Reactions to Illness and/or Dependence

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

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| 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 | |
| 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 Ill 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

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LEARNING OBJECTIVES

LEARNING ACTIVITIES

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| 11.3 describe the affects of illness on the lifestyle of client and family | Text pgs 65-67 |
| 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 |

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A	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

Texts:

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.