



Participant Handbook

Sector
Domestic Workers

Sub-Sector
Caretaking Services

Occupation
Elderly Caretaker (Non-Clinical)

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NSQF level: 3



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Prime Minister of India

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If we have to move India towards
development then Skill Development
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for

SKILLING CONTENT : PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **“Elderly Caretaker (NON-Clinical)”**
QP No. **‘DWC/Q0801, NSQF Level 3’**

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This participant manual is dedicated to aspiring youth who desire to achieve up skilling & new skills which will be a lifelong asset for employment & entrepreneurship.

About this book

Welcome to the “Elderly Caretaker (Non-Clinical))” training programme. This Participant Handbook (PHB) will facilitate and train the trainees/participants in the skills necessary to be a “Elderly Caretaker (Non-Clinical)”, in the Domestic Workers Sector. Besides it will also enable the trainers to identify the scope within which the training is to be conducted for Home Cooks at Level 4, which implies working in familiar and predictable routine and knowledge and skill in the narrow range of cooking. The PHB will provide the knowledge and skills necessary for the job role.

Elderly Caretaker (Non-Clinical) (Household and Small Establishment) prepares all kinds of quality/ nourishing and hygienic food required in a household and maintains orderliness and cleanliness of the kitchen. Accordingly, the PHB includes technical as well as behavioural skills required for this job role, and is based on National Skill Qualification Framework NSQF aligned Qualification Pack (QP) as follows:

- DWC/N0801 Assisting the elderly person with daily activities and personal hygiene
- DWC/N0802 Preparing food and assisting in consuming meals and drinks
- DWC/N0803 Support in cleaning and tidying up client’s room
- DWC/N0804 Building effective communication and relation with the elderly person, their social network and the medical/nursing staff

The PHB ends with the details and tips for subsistence in terms of the employment and entrepreneurship. As the educational qualification for this job role is 5th standard (preferable), the content is enriched with the relevant images, so that the trainees may understand the concepts quickly and comprehensively. This book details the technical as well as behavioural skills required for this job role and tries to cover most of the points.

Successful completion of the programme shall certify the trainee as a Elderly Caretaker (Non-Clinical) (Household and Small Establishment), thereby adding value for their employment opportunities as also the entrepreneurship capabilities.

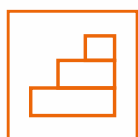
Symbols Used



Learning Outcomes



Exercise



Steps



Activity



Tips



Notes



Objectives

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1. Introduction and Orientation

Unit 1.1 – Introduction and Orientation

Unit 1.2 – Introductions to Domestic Workers Sector in India

Unit 1.3 – Responsibilities of Elderly Caretaker (Non-Clinical)



Key Learning Outcomes

At the end of this module, the participant will be able to:

1. Explain about the Domestic Workers Sector in India.
2. Identify the categorization of domestic workers in India.
3. Demonstrate the reasons for the growth of the Domestic Workers Sector in India.
4. Identify the emerging trends in Domestic Workers Sectors in India.
5. Identify the roles and responsibilities of a Elderly Caretaker (Non-Clinical).

UNIT 1.1: Introduction and Orientation

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain about domestic workers in India.
2. Explain the objectives and overview of the program.

1.1.1 Introduction

Domestic workers have always been a crucial part of Indian households for ages, however, their roles and responsibilities were not truly described and henceforth, this section of workers have not got their due recognition. Nevertheless, with changing times due to the increased earning capacity of the Indian household, growing nuclear families and working couples, the role of domestic workers has grown very important in today's Indian society. There has been a rapid growth in the demand for domestic workers like caretakers, cooks and ayahs (child caretakers), elderly caretakers/ caregivers for the elderly and Persons with Disabilities, cleaners and laundry persons at various levels.

The new age Indians, essentially the splintered families, are ready to pay higher remunerations and privileges to the domestic workers, however, demand a trained and certified employee, who is aware of his/her work thoroughly and can manage the employer's household or provide professional caregiving without post-employment training and supervision.

1.1.2 Program Overview

The program will facilitate an overview of:

- Domestic Worker Sector
- Activities of Daily Life (ADL), Personal Hygiene and Recreational/ Health Activities
- Cleaning Activities and Tidying Up of the Room
- Safe, Secure and Hygienic Environment for the Elderly Person
- Effective Communication Specific to Elderly Persons
- Hygiene and Work etiquette
- Clean and secure working environment

Exercise 

1. State true or false
 - a) Domestic workers have always been a crucial part of Indian households (T/F)
 - b) This section of workers has always got their due recognition. (T/F)
 - c) There has been a rapid growth in the demand for domestic workers (T/F)
 - d) The new age Indians, essentially the splintered families are not ready to pay higher remunerations and privileges to the domestic workers (T/F)
2. List any four points which are part of the programme overview of Elderly Caretaker

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UNIT 1.2: Introduction to the Domestic Workers Sector in India

Unit Objectives

At the end of this unit, the participant will be able to:

1. Illustrate about the Domestic Workers Sector in India.
2. State the size and significance of the domestic worker's sector.
3. Explain the laws related to domestic workers.
4. Categorize and classify domestic worker occupations.
5. Identify the growth drivers and emerging trends of the domestic worker's sector.
6. Explain the progression of the job role of a Elderly Caretaker (Non-Clinical).

1.2.1 Introduction

The sectorial approach of Domestic Workers may be new to India but we have been seeing the presence and significance of domestic workers to our day by day life as they have been an essential part of our families across the nation. Until a couple of years back, the domestic workers had an extremely customary picture and this work was not viewed as optimistic employment. This stigma made it the last choice as work for the general population.

The Draft National Policy on Domestic Workers as recommended by the Taskforce on Domestic Workers defines a domestic worker as an individual engaged in domestic work within an employment relationship for remuneration. They are employed in households for a wide variety of tasks, generally through some agency or directly, either on a temporary or permanent basis, part-time or full-time basis.

1.2.2 Domestic Workers Sector in India

Most of the workers in the domestic sector come from the marginalized sections of society and a significant percentage of them are migrant workers.

Size and Significance

- There are no reliable statistics available to determine the number of workers in the sector, but the data analysis of the National Sample Survey (NSS) (61st Round, 2004-5) gives an approximate figure of approximately 4.2 million domestic workers in the country.
- Girls and women make up the significant majority of domestic workers. Between 2000 and 2010, women accounted for 75 % of the increase in the entire number of domestic workers in India.
- In 2009-2010 more than two-thirds of the domestic workers in the country were working in urban areas
- Most of the domestic workers in India are illiterate/ minimally educated and low-skilled.

To know more about the NSS study, please refer to the link <https://catalog.ihnsn.org/index.php/catalog/2316>

1.2.3 Draft National Policy for Domestic Workers

Aims and Objectives

The National Policy for Domestic Workers aims to strengthen the existing social protection floor for domestic workers and include them specifically in the existing legislation to enable them to fully enjoy their rights as workers. Once approved and notified the domestic workers; like other workers shall have the right to: -

- Right to work with dignity and respect.
- Work in a formal employment relationship and registration as workers.
- Protection of minimum wage.
- Direct receipt of wage in cash or bank accounts.
- Provisions of hours of work and leave/ weekly off under Factory Act.
- Social security coverage includes maternity benefits as provided through programmes by State and Central Governments.
- A safe and healthy place to work and stay (to ensure the privacy of workers), sufficient food should be provided for a live-in worker.
- Protection against sexual harassment at the place of work as per existing statutes in force;
- Safe working environment and protection from hazards and accidents at the workplace;
- Pursue skills development and professional training/studies or distant education programmes at her/his leisure time;
- Access entitlements, schemes and benefits available to other categories of workers;
- Freedom of Association and Collective Bargaining;
- Access similar to justice, dispute, resolution and grievance redressal by a suitable mechanism. Such a mechanism will also include grievance redressal by an independent tripartite body.

Legal Provisions in the States

- Along with the draft, National Policy on the Domestic Workers, a No. of statutes in the country are in force, which addresses the rights and privileges of Domestic Workers in different states as under:
- Domestic workers are within the scope of the Unorganized Workers Social Security Act-2008. Some relevant schemes as relevant under schedule (I) are:
 - » Indira Gandhi National Old Age Pension Scheme.
 - » National Family Benefit Scheme.
 - » Janani Suraksha Yojana.
 - » Janshree Bima Yojana.
 - » Aam Admi Bima Yojana.
 - » Rashtriya Swasthya Bima Yojana.
- Under the Unorganized Workers Social Security Act-2008, the states establish the State Social Security Boards and implement various schemes within the act and rules thereof.
- The states of Kerala and Karnataka have adopted minimum wage laws for domestic workers.
- The state of Karnataka introduced 'domestic work' in the Minimum Wages Act in Jun 2005.
- Tamil Nadu included domestic workers in their Manual Workers (Regulation of Employment and Conditions of Work) Act, 1982, in 2007.

- The Child Labour (Prohibition and Regulation) Act, 1986 was amended in 2006 to ban the employment of children as domestic workers.
- Tamil Nadu included domestic workers in their Tamil Nadu Manual Workers (Regulation of Employment and Conditions of Work) Act, 1982, in 2007 and the Tamil Nadu Domestic Workers Welfare Board was constituted in the same year.
- Maharashtra has published a Code of Conduct relating to domestic workers.
- The state of Assam fixes the minimum wages and any other allowance for Domestic Workers in consultation with the State Minimum wage Advisory Board for domestic workers.
- The state of Tripura fixes the minimum wages and any other allowance for Domestic Workers through State Minimum wage notifications.
- Sikkim Labour Protection Act 2005 includes Domestic Worker as a worker in Sikkim making all the provisions in the State Labour Protection Act applicable to domestic workers as well.

1.2.4 Categorization and Classification of Domestic Workers Job Role/Occupation



Fig.1.1.1: Domestic Workers Job

Domestic workers can be workers i.e. workers who work for one or more employers for a specified number of hours per day or perform specific jobs for each of the multiple employers every day.

- **Live-in worker** i.e. worker who works full time for a single employer and also stays on the premises of the employer or in a dwelling provided by the employer (which is close or next to the house of the employer) and does not return to her/his home every day after work.”
- **Full - Time worker** i.e. worker who works for a single employer every day for a specified number of hours (normal full day work) and who returns to her/his home every day after work.
- **Part-time worker** i.e. worker who works with multiple employers for 1 or 2 hours per day per household and does not stay within the premises of the employer's house/ work area.

1.1.4.1 Classification of the Occupation

Domestic Workers Sector Skill Council is divided into two sub-sectors i.e. “Household Services/ Housekeeping and Services” and “Caregiving (Non-Clinical)”. These two sub-sectors are further divided into seven occupations.

Housekeeping, Cleaning, Cooking and Laundry occupations come under the “Household Services/ Housekeeping and Services” sub-sector whereas; Child Care (Non - Clinical), Caregiver – Persons with Disabilities (Non – Clinical), Caregiver – Mother and New-born (Non – Clinical) and Elderly Care (Non – Clinical) occupations come under the Caregiving (Non – Clinical) sub-sector.

See the organisation/ relationship tree below in respect of the occupation sub-sectors:

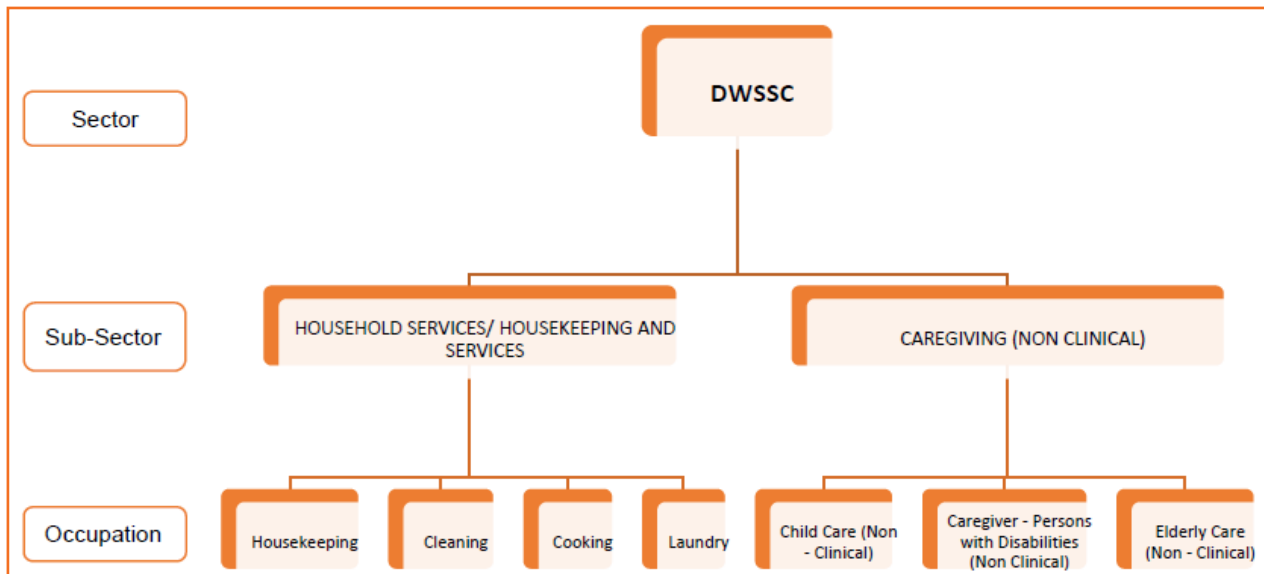


Fig.1.1.2: Classification of Domestic Workers Job

1.1.5 Growth Drivers and Emerging Trends in the Sector

Growth Drivers for the Domestic Workers Sector

Domestic work is one of the oldest occupations amongst others and is making fast development globally. It refers to the increasing number of people, coming together to make the lives of others simpler and more comfortable.

The past trends reflect the increasing demand for skilled domestic help in India. Domestic Workers Sector Skill Council in India is the only National level platform in the country, which, through its activities of mobilization, training, certification and placement, is one of the best platforms, which are working hard to create a safe and financially stable ground for the domestic workers of India. With labour mobilization (ease of working within different economies) and public policy playing active roles to improve the situation, this Sector is working on simplifying domestic workers' rights.

Some of the prominent growth drivers are:

- Demand for professionally trained workers is higher, and even employers are ready to pay comparatively higher salaries than other work sectors.
- Awareness of dignity in this field and the change in India’s socio-economic pattern are encouraging more people (youth) to join this sector.
- One of the prominent reasons for obtaining domestic help is the rise in the number of working couples and nuclear families.

Another important reason for the growth in this sector is increase in disposable income and improved per capita income.

Reasons for Growth

- Improved per capita income and increase in disposable income are the main critical factors of growth in this sector.
- The rise in the nuclear family and working couple is also a prominent reason for the need for domestic workers.
- The change in the socio-economic culture of India, increasing the dignity of labour is one of the reasons that some from the youth are taking to this sector.
- The demand for professionally trained and educated workers by the employers who are ready to pay good salaries which are comparatively higher than other sectors.

1.1.5.1 Emerging Trends

Domestic workers are hired to provide comfort and simplify the usual complexities of individual households by taking over household chores in return for remuneration. The tasks include taking care of children and the elderly, cooking, driving, cleaning, grocery shopping, running errands and taking care of household pets, particularly in urban areas.

Some of the current sector trends are as under:

- **Change in Employer's Expectations:** The employer is ready to pay a higher salary if the domestic worker is as per his/ her expectations in domain knowledge, attitude, hygiene etc.
- **Defined Job Roles:** The job roles of the domestic workers are now more defined than earlier which encourages the worker to perform his/her duties better. Its clear subsectors of household services and caregiving have defined the job roles in the sector
- **The necessity of times:** Employing domestic workers is no more a luxury even for a middle-class family, it has become a necessity. This has been catalysed by the emergence of splinter families/breaking of the joint families and both the spouses employed, thereby leaving a vacuum at home in terms of gaps in household work and caregiving.



Fig.1.1.3: Domestic Workers

1.1.6 Progression for Elderly Caretaker (Non-Clinical)

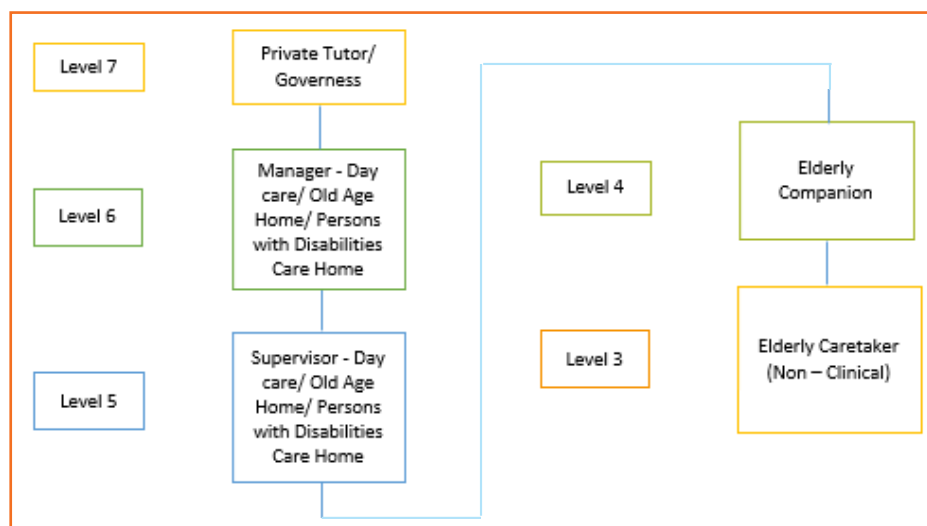


Fig.1.1.4: Progression of Elderly Caretaker (Non-Clinical)

Exercise 

1. Which is not the category of Indian Domestic Workers.

- a) Live In
- b) Full - Time
- c) Part-Time
- d) Apprentice

2. State the role of a Live-in Worker.

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3. List down sub-sectors of DWSSC.

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UNIT 1.3: Roles and Responsibilities of a Elderly Caretaker (Non-Clinical)

Unit Objectives

At the end of this unit, the participant will be able to:

1. Illustrate the roles and responsibilities of Elderly Caretaker (Non-Clinical).
2. Identify the expectations from Elderly Caretaker.

1.3.1 Introduction to Elderly Caretaker (Non-Clinical)

An Elderly Caretaker (Non-Clinical) in the informal sector is one of the most crucial operational roles in the domestic worker segment where the caretaker would be providing care to an elderly person who may or may not have any disability. The primary role of the elderly caretaker is to assist elderly person in day to day activities such as walking eating, dressing, toileting, grooming and in running errands. She/ he would also assist the elderly with in cooking and housekeeping duties. Creation and maintenance of a hygienic and pleasant environment for the elderly would also be a part of her/ his duties.

The primary role of an Elderly Caretaker (Non-Clinical) is to assist the client in day to day activities such as ambulation, eating, dressing, toileting, grooming and in running errands. Assist in sanitation and housekeeping duties of client's room and create and maintain hygienic and pleasant work environment.

1.3.2 Roles and responsibilities of Elderly Caretaker (Non-Clinical)

The roles and responsibilities of elderly caretaker (non-clinical) are as under:

- Help to shop and buy groceries.
- Prepare meals, clean house or do laundry.
- Help with activities of daily living like dressing, bathing, administering medications.
- Aid with transferring the recipient in and out of bed.
- Assist with physical therapy, injections, feeding tubes or other medical processes.
- Arrange the medical appointments and transportation to the doctor or clinic.
- Order and pick up medications at the drugstore.
- Discuss the care plan and needs with the doctors and care managers.
- Handle a crisis or medical emergency.
- Fill the designated "on-call" position for the family member.

1.3.3 Expectations from an Elderly Caretaker

An elderly caretaker (non-clinical) is expected to perform the following duties in a household:

- Assisting clients with daily activities and personal hygiene.
- Preparing food and assisting in consuming food and drink.
- Supporting in cleaning and tidying up client’s room.
- Building effective communication and relations with the client, client’s social network and the medical/nursing staff.
- Support the child in developing relations with others.
- Establish and maintain a healthy, safe and secure environment for the child.
- Should have healthy interpersonal relationship with the employer.
- Should be physically fit, hygienic and have good communication skills.

Scan the QR Codes to watch the related videos



Duties and Responsibilities of a Caretaker

Exercise

1. A Elderly Caretaker (Non-Clinical) should prepare the schedule of the duties and maintain time management.
 - a) True
 - b) False

2. List the important traits that a Elderly Caretaker (Non-Clinical) must-have.

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3. Mention responsibilities of a Elderly Caretaker (Non-Clinical).

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2. Assist Elderly Persons with Activities of Daily Living (ADL), Personal Hygiene and Recreational/ Health Activities



Unit 2.1 – Personal Hygiene and Activities of Daily Living (ADL)

Unit 2.2 – Recreational and Health Activities



Key Learning Outcomes

At the end of this module, the participant will be able to:

1. Maintain personal hygiene and Activities of Daily Living (ADL) of elderly person.
2. Handle recreational and health activities.

UNIT 2.1: Personal Hygiene and Activities of Daily Living (ADL)

Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss the ways to build trust with the elderly person for assisting with their day-to-day activities.
2. Discuss how to assist in various ADL of an elderly person such as toileting, bathing, dressing, eating, etc.
3. Explain the ways of assisting elders with their personal hygiene such as manicure, pedicure, skin care, hair care, etc.
4. Discuss the physical and mental effects of aging on elderly people.
5. Discuss the methods of assisting elders with mobility where required, e.g. for toileting, walk and exercises.
6. Explain the nutritional needs of elderly people and how to prepare food based on that.
7. Describe how to administer medicines to the elders as per prescription.

2.1.1 Build Trust with the Elderly Person

One of the most important aspects of elderly care is establishing a positive relationship. Elders have been through a lot in their lives, and they are often weary of new people. It can take time to build up a relationship of trust with them, but it is well worth the effort. When elders are able to trust you and feel respected, they are more likely to open up and share their thoughts and feelings. They may also be more likely to follow your instructions.

Here we will discuss the principles you should follow when establishing a companionship with the elderly. You'll learn why some elderly have trouble trusting other people, and how you can show that you are genuinely trustworthy.

How do you build good relationships with seniors?

There are several principles upon which you should build a good relationship with your senior relative or client:

- **Regular communication:** You should make an effort to communicate with your elders on a regular basis. This could involve having conversations, or just checking in via phone or text message. The important thing is that you make an effort to stay in touch and keep them updated on what's going on. For caregivers, it's worth noting that you should enable them to freely communicate with you, with their family members and friends.
- **Respect:** It's important to always show respect for your elders relative or client. This includes things like listening to them, being tactful, patient, and avoiding arguments. Even if you don't agree with them, it's important to treat them with respect. This will turn into mutual respect over time, as they will start treating you as a genuine companion.
- **Compassion:** One of the most important qualities in a caregiver is compassion. This means being understanding and empathizing with what your elders is going through. They may be dealing with a lot of changes and challenges, and it's important to be there for them.

How do you make the elderly trust you?

This might seem to be a difficult task. However, this is largely due to the stereotype that most seniors are distrustful or stubborn. While there might be some truth to that, it's important to understand that every person is an individual with unique needs and quirks. This is why you should approach them with patience and genuine interest, in order to truly understand them.

Why does some elderly have trouble trusting other people?

There are a number of reasons why some seniors might have trouble trusting other people:

- They may have had negative experiences in the past: Unfortunately, many elders have had bad experiences with other people. This could be due to things like being taken advantage of, being ignored, or feeling like they're not listened to. As a result, they may be skeptical or afraid of unknown people.
- They may be dealing with a lot of changes: Elders often have to deal with a lot of changes in their lives, such as retirement, the death of loved ones, or declining health. These changes can be very stressful and overwhelming, and they may make seniors feel like they're not in control. This can lead to feelings of anxiety and mistrust.
- They may be feeling isolated: Many elders feel isolated and lonely, especially if they live alone or if their family members and friends live very far away. This isolation can make them feel like they can't trust other people or that they can't relate to them.

How can you prove to the elderly that you are worthy of their trust?

If you want to be someone that seniors can trust, there are a few things you can do:

- **Be honest:** It's important to always be honest with seniors. This includes being truthful about your qualifications, your experience, and your intentions.
- **Keep your promises:** If you say you're going to do something, make sure you follow through. This could be something as simple as showing up on time or keeping your word about a task you said you would do.
- **Respect their privacy:** It's important to respect seniors' privacy and confidentiality. This includes things like not sharing their personal information without their permission.
- **Be consistent:** It's important to be consistent in your behavior and actions. This means that seniors can turn to you for a much-needed sense of stability and safety.
- **Be patient:** Many elders need extra time to make decisions or process information. It's important to be patient and give them the time they need.
- **Be a good listener:** One of the best ways to show that you care is to simply listen. This means really listening, without interrupting or judging. Elders want to know that you're interested in what they have to say.
- **Be respectful:** It's important to always show respect for elders. This includes things like listening to them, being tactful, avoiding confrontations. This way, you'll also pave the way for them to feel empowered and confident.
- **Be compassionate:** One of the most important qualities in a caregiver is compassion. This means being understanding and empathizing with what your senior is going through. They may be dealing with a lot of changes and challenges, and it's important to be there for them.

2.1.2 Assist Elders in Activities of Daily Living (ADL)

Activities of Daily Living (ADLs), such as eating, bathing, dressing and toileting, without assistance can be a challenge for elderly people. Providing practical care and assistance with ADLs is an important element of caregiving.

ADLs are basic tasks a person needs to be able to do on their own to live independently. Health issues and aging may make it difficult for elders to complete certain everyday self-care tasks that are essential to keep them healthy and safe.

Basic ADLs, as outlined in Activities of Daily Living, include six essential skills:

- **Bathing and showering:** The ability to bathe and maintain personal hygiene, which can include tasks like brushing teeth, combing hair, and nail care.

- **Continence:** Having complete control of bowels and bladder.
- **Dressing:** The ability to select appropriate clothes and outerwear for the weather or occasion, and to get dressed independently.
- **Mobility:** Being able to walk or transfer from one place to another, specifically in and out of a bed or chair.
- **Feeding (excluding meal preparation):** The ability to get food from plate to mouth, and to chew and swallow.
- **Toileting:** The ability to get on and off the toilet and clean one's self without assistance.

2.1.2.1 Bathing

A bath serves many purposes for the care receiver. It cleans the skin, stimulates circulation, provides movement and exercise, and gives you an opportunity to keep an eye out for any problems with the skin.

Bathing an older person may require strength, special equipment and skills. It is advised that caretaker asks the elderly person's doctor and/or physical therapist for special instructions on how to safely bathe the care receiver.

Most people don't need a daily bath. If bathing is difficult, do it only as often as necessary. Do make sure that the hands, face, and genital area are washed every day.

For caretaker and the elderly person's personal care time can be emotionally and physically exhausting. The physical act of providing care is strenuous in that it requires lifting and transferring. It can also be psychologically strenuous. Elderly persons are generally embarrassed and sad that an adult child has to give them a bath or dress them. To avoid this embarrassing situation you should follow the below mentioned points:

- **Settle on a bathing schedule that truly meets their needs.** While most of us like a daily shower before we head off to work, it might not be necessary for an older person with a fairly sedentary lifestyle. What they really need might be a daily sponge bath and a shower or full bath three times a week.
- **When it is time for bathing, try to create a peaceful environment.** Music might help to calm your senior loved one. You can tune in to a radio station for bath time so that it plays songs the elderly person enjoys might help to distract and soothe him/ her.
- **To help minimize embarrassment, keep the conversation natural and relaxed.** Talk about plans for the day or what you saw on the morning show. Maintaining a casual atmosphere can help to redirect their attention away from the embarrassment and sadness they may be feeling at their circumstances. Allow the elderly one to maintain as much of their self-care as is safely possible.
- **Remember to allow the elderly one to maintain as much of their self-care as is safely possible.** It might take them longer, but it is an important part of maintaining independence. An easy-to-handle haircut and a more simplified grooming process might make things more manageable for them. For men, switching to an electric razor might make shaving easier to do on their own.
- **Don't overlook safety issues in the bathroom.** Make sure there are no throw rugs that could create a fall risk, that grab bars are safely installed, and that you check the water temperature before your loved one gets into the tub or shower. You should also avoid adding bubbles or slippery oils to bath water. They can create a fall risk or make it harder for you to hold on to your loved one while helping them out of the tub or shower.
- **Have their towel and clothing ready to put on immediately when they come out of the tub or shower.** That will help protect their modesty and prevent them from becoming cold.
- **Adaptive equipment can make bathing and grooming safer.** Assistive devices that can be especially helpful for a caretaker include a hair washing tray and a shower chair.

Bathing tips

- Keep things as pleasant and relaxed as possible. You'll both feel a lot better afterwards.
- Use less soap - too much soap increases skin dryness.
- Keep the room comfortably warm.
- Respect the privacy of the elders. Keep them covered, when possible.

If the person is able to get into a tub or shower:

- Ask her to sit on the edge of the tub. Then put both of her legs into the tub before she stands up. Reverse the process when she's getting out.
- Make sure the floor is dry when helping her in or out of a tub.
- Lower the water temperature in the house to 120 degrees

If the person can't get into the tub or is concerned about getting out of the tub, it is advisable to buy or rent a bath bench and install a hand-held shower attachment.

2.1.2.2 Shaving

Use an electric shaver when shaving an elderly person - it's safer and easier. A person taking blood thinning medication should be encouraged to use an electric razor.

- If the elderly person wear dentures, put them in their mouth before shaving.
- Have the elderly person in a sitting position, if possible.
- Do not press down hard or move the shaver too fast over the face.
- Shave the most tender areas of the face (the neck area below the jawbone) first and then move up to the tougher areas of the face between the ears, nose, and mouth.

2.1.2.3 Mouth Care

Proper care of the mouth and teeth supports the care receiver's overall health and helps prevent mouth pain, eating difficulties, speech problems, digestive problems, tooth decay, and gum disease.

To help prevent decay and gum disease, teeth should be brushed twice a day. Teeth should be flossed at least once a day to clean between the teeth where the brush misses.

If the elderly person has difficulty grasping a toothbrush, make the handle bigger with a sponge, rubber ball, or adhesive tape. An electric toothbrush may be easier to manage than a manual brush in this case.

2.1.2.4 Denture Care

- Inspect dentures for cracks, chips, or broken teeth often.
- Avoid hard-bristled toothbrushes - they can damage dentures.
- Do not put dentures in hot water - it can warp them.
- Do not soak dentures in bleach water. Bleach can remove the pink coloring, discolor the metal on a partial denture, or create a metallic taste in her mouth.
- Don't let dentures dry out - they lose their shape.

- Never soak a dirty denture. Always brush first to remove food debris.
- Clean the dentures twice a day with a denture brush and non-abrasive denture cleaner.
- After a meal, rinse the elderly person's mouth out with clean water to help remove food particles caught in the teeth or gum lines.

2.1.2.5 Dressing

- Let the person choose what to wear. Lay out two choices to simplify this for someone who has some level of confusion or dementia
- Be flexible. Wearing a bra or pantyhose may not be important to elders, especially if it's an added hassle
- Consider easy-to-wear clothes with large front fasteners (zippers or Velcro), elastic waistbands and slip-on shoes
- If the person has a weak side, put the painful or weak arm into the shirt before the strong arm. When taking it off, take out the strong arm first

There are several assistive devices to help someone dress. These include Velcro in place of buttons or shoelaces, zipper pulls attached to a zipper's metal tab to give the care receiver added leverage in closing and opening the zipper (a large paper clip can also be used) and extended shoehorns that allow them to get on the shoes without bending over.

2.1.2.6 Eating

Eating can be very time-consuming, especially if the older person must be fed. Encouraging independent eating saves time for caregivers, and promotes the independence and self-worth of the older person. Try to relax yourself and enjoy the time spent with your care receiver. Here are some suggestions for encouraging independence:

- Check gums for areas of redness. Dentures may not fit correctly and cause the elderly member pain when chewing.
- Provide adaptive equipment such as plate guards or special silverware with built-up handles. These can be purchased from medical supply houses. An occupational therapy evaluation can recommend the best for each individual. -- Prepare finger foods which may be easier to eat than those requiring utensils.
- Encourage older people to use a straw, cups with 2 handles, or a glass with ribbed surface for independent drinking.
- If the older adult has limited vision, consistent place setting of food and utensils helps to know where to find silverware, beverage, etc. Using the *clock* method to locate food may be helpful; for example, *Your meat is at 9 o'clock, your potato is at 12 o'clock and your carrots are at 3 o'clock.
- Treat older people who are being fed as adults, not children. Disciplining poor eating habits should be avoided. When they lack interest in food, try to learn the reason. For example, ask if they are thirsty or not feeling well, or if the food is not appetizing on this occasion.

Refusing to Eat

A reduced ability to taste and smell, medications, depression, or constipation are common reasons people refuse to eat or have a poor appetite. All of these areas should be checked out with a doctor or other professional:

- Check for tooth, mouth pain, or denture problems if he suddenly loses interest in eating. Encourage him to visit his dentist as many problems are treatable
- Don't scold if he refuses to eat. Instead, find out why. See if you can work together towards a solution that works for both of you

- Appetite often improves when mealtime is relaxed and enjoyable

The following are assistive devices that can help with eating.

- Bendable straws are a help when someone drinks in bed
- Thin, flat sponges will keep a plate from sliding on the table
- Divided plates or plates with rims make it easier to scoop food onto a utensil
- Larger handled utensils for weak or arthritic hands. You can improvise these by using foam-rubber hair curlers, sponge rubber, or a washcloth
- A two handled cup
- A small blender or baby-food grinder can be used right at the table and are easier to clean than large blenders

The care receiver may need help using the toilet or may have lost control over her bladder or bowel (incontinence). You may be uncomfortable providing this type of care. This section will give you suggestions to help her maintain independence and make your job easier.

2.1.2.7 Toileting

Toileting is a very private matter. It is a very vulnerable and defenseless time for another person. A reassuring attitude from you can help lessen feelings of embarrassment and discomfort.

Give them privacy

- Look the other way for a few moments.
- Leave the room (if it is safe to do so).
- Allow the elder person extra time to do what they can.
- Be patient when a request for your time comes when you are busy with other things.

Make sure the environment supports getting to the bathroom

- Make sure the hallway and bathroom are well-lit
- Keep the path to the bathroom clear and free of clutter
- Keep needed items such as a walker or cane nearby
- Place a night light in the bathroom or leave a light on

The following assistive devices can help with toileting:

- Commodes are available to buy or rent if it's too hard to get to the bathroom. Commodes are especially helpful during the night
- Bedpans and urinals may be needed if the elder person can't get out of bed. They can be purchased at medical supply stores and larger drugstores
- Raised toilet seats and toilet risers raise the height of the toilet seat making it easier to get on and off of the toilet.
- Disposable pads, briefs, and undergarments to protect clothing and bedding.



Fig.2.1.1: Hallway

2.1.3 Assisting Elders with their Personal Hygiene

An elderly person need to foster a healthy personal care regime in order to maintain their dignity and sense of self-worth.

A negative opinion of your appearance can have a huge impact on how you feel about yourself. One of the ways to help the elderly is to give them a good sense of self by keeping them well-groomed and maintaining good personal hygiene.

Requiring assistance to maintain one's grooming and personal hygiene can be embarrassing and debilitating for an elderly person, so it's important to foster feelings of trust and respect. As humans we all value our dignity, so we need to promote that by being calm, gentle and relaxed when we approach self care.

Each individual's grooming and self care needs will vary depending on their overall health and mobility. It's essential to assess the level of help required and then discuss with the person involved. Good communication is imperative, especially when discussing something that is typically private. Ask the person how they would like to receive help and provided they are safe to do so, let them be as independent as they can.

2.1.3.1 Skin Care

The health of a skin tells a lot about the overall health of a person. Aggravating skin health is a natural process but seniors can slow down this process with the right care.

The common tips start with being hydrated as no other moisture can hydrate the skin like the water does. Also, eat healthy. By that we meant, eat as many vegetables, fruits, and dry fruits as possible.

A quick tip for better skin care for adults

If you are searching for better skin care products for seniors, go for the ones that are non-fragrant. Now, here are the other tips that you should follow for higher success in keeping your skin healthy.

- **Start and end the day with a body lotion:** Go for moisturizing body lotions that contain ingredients such as emollients, humectants, and hyaluronic acid. Hyaluronic acid has properties that keep and hold water for hours. Lotion is the solution for many skin issues such as dryness, cracks, and itching.
- **Use water and soap mildly:** Even though skin needs water, it should be by drinking more and more of it. Washing the skin regularly makes it even more drier and if the person is using soap frequently, they are doing more harm than they can think. Use warm water for bathing and do not use shower gel or soap more than twice a day.
- **Sunscreen location is a must if elderly person is heading out:** Being sun-protected helps your skin dodge the harmful UV rays. Apply sunscreen lotion whenever the elderly is heading out, irrespective of the time of the day. Go for sunscreens that are above SPF 15 or more.
- **Dress sensibly:** Not just when elderly is outdoors but even when they are within their home, they should always dress sensibly. Go for clothes that help their skin breath better and there is enough inflow of air. Make sure not to wear them clothes that are too tight.

Most importantly, vitamin D deficiency can be one of the major reasons for your poor skin health. Go out in the evenings and early mornings to source it in the best way – the natural way.

2.1.3.2 Nail Care

Nails, just like the skin of elders, face many issues as they age. Especially toenails undergo a lot as they are often associated with many health conditions. Here are the tips that help you take better care of them.

- **Apply nail oils:** Use a recommended nail oil on a regular basis. It helps you avoid nail cuticles and hangnails that can cause extreme pain. The temptation to pick the skin around them is natural but applying nail oil instead saves them from a lot of pain.
- **Trim nails frequently:** The caregivers should help seniors cut their nails at least once a week. This is because growing nails means growing nail issues.
- **Dry their nails whenever they wash their hands:** If washing hands is a good habit and wiping the water off the fingers and nails is a better one. Wet nails will break easily and also pose threats of infections. Always wipe them clean.

It might sound cliché for many but elderly persons should not bite their nails. It will not only leave sharp edges that may lead to scratches on the skin. Use sharp manicure scissors to trim the nails.

Always giving the nails and skin the proper care that they deserve is not just important but imperative for the overall health of seniors.

2.1.3.3 Hair Care

As we age, some of the angst of youth fades, making us more relaxed about our looks. But, our hair is a big part of how we present ourselves to the world, and most of us still want to look our best.

Caring for an elder's hair can be a challenge. It can often be difficult for senior citizens to manage their own hair. From brushing to cutting to washing it, all these tasks can be uncomfortable or even impossible, depending on what health issues the elderly person has.

One of the best tips for helping senior citizens to manage their hair is to create a haircare routine. This routine can include many things such as:

- Day of haircut
- Time to brush or comb hair
- When to wash hair
- Products they may need in their hair

Remember, depending on the health of the elderly, they may need you or a personal care at home provider to help with their hair care routines. If that is the case and you can't help as often as it is needed, you may want to get personal care at home services for the elderly hair.

- **Easy-to-Maintain Style:** Another tip to help ensure your elderly loved one's hair is taken care of as it should be is to get them an easy-to-maintain style. For example, if your elderly loved one is a guy, it might be a good idea to cut their hair very short. There are many pretty, easy-to-maintain women's haircuts or styles that can be done for your elderly loved one, if she is a woman, as well.
- **Washing Their Hair:** You should also help the elderly person come up with a routine that involves washing their hair regularly. They may just need reminders to do this or they may need help from you or personal care at home providers. If they do need help already and this isn't something they want your help with, getting personal care at home services may be the answer. These home care providers can help your elderly loved one without imposing upon their personal boundaries. They are very respectful and have experience in helping senior citizens in the shower or the bathtub.

If the elderly person needs to use specific products on their hair, make sure to let the home care providers who are helping out know this. They will follow these preferences when helping the elderly to wash their hair or take their bath.

2.1.4 Physical and Mental Effects of Aging on Elderly People

Old age is a worldwide phenomenon, generally accompanied by a number of problems that the aged have to face and get attuned to. There is a great body of evidence of a rise in morbidity, mortality, hospitalisation and loss of functional status related to common mental disorders in the elderly patients. Overlap of depression and anxiety is very common in older adults, with up to almost half of the elderly patients reporting significant depressive and anxiety symptoms.

Old age is often portrayed as a time of rest, reflection, and opportunities to do things that were put off while raising families and pursuing careers.

Unfortunately, the aging process is not always so idyllic. Late-life events such as chronic and debilitating medical disorders, loss of friends and loved ones, and the inability to take part in once-cherished activities can take a heavy toll on an aging person's emotional well-being.

An older adult may also sense a loss of control over his or her life due to failing eyesight, hearing loss, and other physical changes, as well as external pressures such as limited financial resources. These and other issues often give rise to negative emotions such as sadness, anxiety, loneliness, and lowered self-esteem, which in turn lead to social withdrawal and apathy.

2.1.4.1 Cognitive and Mental Health

- For most older adults, age-associated changes in cognition (thinking) are mild and do not significantly interfere with daily functioning.
- Older adults are capable of learning new skills even late in life, though learning may take longer than for younger adults.
- Short-term memory shows noticeable changes with age, but long-term memory declines less with age.
- Some changes in cognition are normal with age, such as slower reaction times and reduced problem-solving abilities. The speed with which information is encoded, stored, and retrieved also slows as we age. However, many older adults outperform their younger counterparts on intelligence tests that draw on accumulated knowledge and experience.
- Wisdom and creativity often continue to the very end of life.
- Personality traits remain relatively stable over time. For example, people who were outgoing during young adulthood are likely to be outgoing in later life.
- Most older adults report good mental health and have fewer mental health problems than other age groups. However, one in four older adults experiences a mental health problem such as depression, anxiety, schizophrenia or dementia.
- The suicide rate for men over 85 is higher than that of any other age group.
- Dementia (including Alzheimer's disease, the most common type of dementia) is not a normal part of aging. Approximately 5 percent of individuals between 71 and 79 and 37 percent of the population above age 90, are affected.
- As they age, people are generally more satisfied with their lives and more optimistic about growing older.

2.1.4.2 Physical Health

Common conditions in older age include hearing loss, cataracts and refractive errors, back and neck pain and osteoarthritis, chronic obstructive pulmonary disease, diabetes, depression and dementia. As people age, they are more likely to experience several conditions at the same time.

Older age is also characterized by the emergence of several complex health states commonly called geriatric syndromes. They are often the consequence of multiple underlying factors and include frailty, urinary incontinence, falls, delirium and pressure ulcers.

- Approximately 92 percent of older adults have at least one chronic condition, and 77 percent have two or more.
- Four chronic conditions — heart disease, cancer, stroke, and diabetes — cause almost two thirds of all deaths among individuals 65 and older each year.
- Hearing impairment among older adults is often mild or moderate, yet it is widespread; almost 25 percent of adults aged 65–74 and 50 percent aged 75 and older have hearing impairment that is often isolating.
- Visual changes among aging adults result in such problems as slower reading speed and difficulty reading small print and in dim light, as well as difficulty driving at night.
- The proportion of older adults needing assistance with everyday activities increases with age. Fewer than one fifth of older adults between ages 65 and 74 need assistance with activities of daily living, such as bathing or eating. This increases to 40 percent of men and 53 percent of women over 85 who need such assistance.

In spite of these mental and physical health issues, two thirds of older adults who are not living in long-term care settings report their health to be good, very good or excellent compared to others their age.

2.1.4.3 Factors Influencing Healthy Ageing

A longer life brings with it opportunities, not only for older people and their families, but also for societies as a whole. Additional years provide the chance to pursue new activities such as further education, a new career or a long-neglected passion. Older people also contribute in many ways to their families and communities. Yet the extent of these opportunities and contributions depends heavily on one factor: health.

Evidence suggests that the proportion of life in good health has remained broadly constant, implying that the additional years are in poor health. If people can experience these extra years of life in good health and if they live in a supportive environment, their ability to do the things they value will be little different from that of a younger person. If these added years are dominated by declines in physical and mental capacity, the implications for older people and for society are more negative.

Although some of the variations in older people's health are genetic, most is due to people's physical and social environments—including their homes, neighbourhoods, and communities, as well as their personal characteristics—such as their sex, ethnicity, or socioeconomic status. The environments that people live in as children—or even as developing fetuses—combined with their personal characteristics, have long-term effects on how they age.

Physical and social environments can affect health directly or through barriers or incentives that affect opportunities, decisions and health behaviour. Maintaining healthy behaviours throughout life, particularly eating a balanced diet, engaging in regular physical activity and refraining from tobacco use, all contribute to reducing the risk of non-communicable diseases, improving physical and mental capacity and delaying care dependency.

Supportive physical and social environments also enable people to do what is important to them, despite losses in capacity. The availability of safe and accessible public buildings and transport, and places that are easy to walk around, are examples of supportive environments. In developing a public-health response to ageing, it is important not just to consider individual and environmental approaches that ameliorate the losses associated with older age, but also those that may reinforce recovery, adaptation and psychosocial growth.

2.1.4.4 What You can do?

While aging is an inevitable part of life, depression need not be part of it. Researchers agree that early recognition, diagnosis, and treatment can counteract and prevent depression's emotional and physical consequences.

Here are some issues to consider in addressing depression in an older adult:

- **Be aware of physical limitations.** Encourage an older adult to consult with a physician before making dietary changes or undertaking any new activity that may stress his or her stamina.
- **Respect individual preferences.** Because elderly people tend to be less amenable to lifestyle changes, they may be reluctant to adopt new habits or do things that their peers find highly enjoyable. A psychologist who specializes in aging issues can help tailor an individualized strategy to combat depression.
- **Be tactful.** An older person with fragile self-esteem may interpret well-intentioned encouragement as further proof of his or her declining condition. Others may resent any attempts at intervention. A psychologist can help friends and family members craft positive approaches for dealing with these and other sensitive issues.

2.1.5 Assisting Elders with Mobility

Even adults who have lived incredibly healthy and active lives can have some difficulty with movement as they get older.

Seniors can start to lose some of their mobility due to any number of causes. It is quite natural for older adults to lose some muscle mass due to age-related changes, which can be made worse by malnutrition and a lack of exercise. In other cases, seniors may face changes to their mobility after suffering even a minor fall or injury. Chronic pain and illness can make it harder for seniors to be active, while some medications may cause dizziness or a loss of balance. Still other seniors may find their activity levels limited due to an underlying physical health condition, such as arthritis or osteoporosis.

For older adults, losing some ability to move around freely can have a significant impact on quality of life. Many seniors with limited mobility can have difficulty with performing other routine activities of daily living (ADLs), including grooming, dressing, and using the restroom. Many seniors may feel embarrassed or frustrated by their physical limitations, and might respond with anger or sadness. Seniors who have lost some mobility may also withdraw, and start to isolate themselves from friends and family, leading to loneliness and feelings of depression.

2.1.5.1 Helping Seniors Face Mobility Problems

As a caregiver, one of the most important things you can do to help is to watch out for warning signs that they may be experiencing mobility problems. Looking out for common yellow flags can help you start to take action and make changes — even if your care receiver is hesitant to share their feelings and experiences with you directly. Keep an eye out to see if the elderly person is:

- Moving gingerly or slowly
- Holding onto furniture and walls for support
- Avoiding the stairs
- Groaning or experiencing difficulty when sitting down or standing up
- Swaying or having trouble with holding their balance
- Avoiding movement and activity altogether

If you notice any of these signs, it may be importance the sooner you get started, the sooner you can take concrete steps to help them to live a healthier, full, and independent life.

With this in mind, what can caregivers do to make a difference in the lives of seniors with limited mobility? Here are five ways to help seniors safely manage mobility problems at home:

Get Support from a Senior Companion

For seniors who need a helping hand to live independently, a professional caregiver may be just the right choice.

Non-medical home care — also known as caregiver — can help give elder people the support they need to live life to the fullest. Available on a flexible schedule that suits their needs, a caregiver can provide hands-on help with ADLs — from lending a supportive arm to seniors as they sit or stand, to assisting with personal matters like bathing, grooming, and dressing. A caregiver can also provide assistance with housekeeping, laundry, and meal preparation, to help minimize the risk to seniors while still encouraging independence. Caregiver can also provide reliable driving services, as well as lots of friendly companionship and social support.

With a caregiver assisting on a regular schedule, one can be sure that they'll always have an encouraging and caring presence in their life — who can also take action and notify the family immediately in case of a fall, injury, or accident.

Make their Home Accessible and Accommodating

Studies have shown that nearly 90% of older adults want to age in place in the comfort and safety of home. For caregivers, it's important to take steps to make sure that the elder's home will keep up with their changing needs.

Depending on the circumstances, there are lots of steps you can take to make their home safer and more accommodating:

- Get rid of hazards, including overstuffed shelves and piles of clutter on the floor.
- Fasten or remove rugs.
- Create accessible walking paths around the home by rearranging furniture.
- Rearrange the home to make it more senior-friendly; for example, you could encourage the elderly person to move their bedroom to the ground floor, in order to avoid stairs.
- Improve the lighting throughout the home.
- Help hazard-proof the bathroom and kitchen with grab bars and non-slip mats.
- Encourage elder people to wear non-slip footwear.
- Think of accessible additions and renovation projects you can tackle, such as adding a gentle ramp over the front stairs; installing a stair lift to the second level; or widening doors and hallways for wheelchair access.

Look into Mobility Aids

Encourage them to consult with the elder person's doctor to see if they recommend a common mobility aid. Depending on the needs, this might include a cane, a walker, or a wheelchair. All of these devices can make a dramatic difference for seniors, helping them regain their freedom to move about and improving their quality of life as a result. If the elders are encouraged to use a mobility aid, be sure to look into guidelines to make sure that it's the right size and fit for them.

Provide Emotional Support

Keep in mind that experiencing physical changes and limitations can be frightening and frustrating for the elderly. Many seniors will start to feel angry or resentful of their situation, and may complain when you try to lend a hand. Many older adults will also react with fear. The senior may start to become afraid of falling and suffering an injury. Just as often, seniors fear that losing some of their ability to get around means that they're losing their independence. They're afraid that losing their mobility means giving up a part of themselves, and is a sign that they're becoming "old."

As a caregiver, be empathetic and supportive. Listen to your elder, and try to be respectful, patient, and aware of their needs. Be flexible, and recognize that helping them may be a process that moves in fits and starts.

To help them adjust, look for local support groups. There are many meetups for seniors that focus on getting used to the changes that come with aging. Be on the lookout for symptoms of depression and anxiety, and be ready to get a healthcare professional's help if needed.

To help counterbalance the possibility for loneliness and isolation, you might also wish to help find ways for your senior to be more social, from bringing on a senior companion, to teaching them to use technology to connect with long-distance family.

Encourage the Senior to Focus on Exercise and Healthy Eating

It's never too late for seniors to get up and get active — as long as you're helping them to do so safely and respectfully. Even a little bit of exercise and a few simple lifestyle changes can help your senior to enjoy improved mobility and overall health.

Before helping the elder start any fitness regimen, be sure to consult with their doctor. A health expert may encourage them to try physical therapy, or offer recommendations for low impact exercises that can help increase the senior's daily levels of physical activity. Remember to focus on safety, respect their limits, and offer positive reinforcement whenever you can.

In addition to physical activity, the elder's healthcare team may also recommend dietary changes that can help make a difference. Eating a diet focused on nutrient-dense foods and protein, for example, may help seniors maintain a healthy weight and get the fuel necessary for keeping their muscles and bones strong.

2.1.6 Nutritional needs of Elderly People

"Nutrition is the intake of food, considered in relation to the body's dietary needs." – *as per World Health Organisation (WHO).*

What is Good Nutrition?

"Good nutrition - an adequate, well balanced diet combined with regular physical activity – is a cornerstone of good health." - *as per World Health Organisation (WHO).*

Consequence of Poor Nutrition

"Poor nutrition can lead to reduced immunity, increased susceptibility to disease, impaired physical and mental development, and reduced productivity." - *as per World Health Organisation (WHO).*



Fig.2.1.2: Healthy food

2.1.6.1 Need for Good Nutrition

Eating right and staying active are important no matter what your age. As we get older our bodies have different needs, so certain nutrients become especially important for good health. Having a balanced and nutritious diet is especially important for seniors.

Elderly nutrition is important as having a balanced and nutritious diet protects seniors against life-threatening diseases. Here are the essential nutrients that the elderly needs for a balanced diet.

Protein

Low protein intake among the elderly leads to muscle loss and osteoporosis. Dietary protein intake stimulates muscle protein synthesis, which leads to an improvement in lean muscle mass, strength and function. Increasing dietary protein intake has also been shown to improve bone mineral density of the femoral neck, reduce fracture risks and improve total body calcium.



Fig.2.1.3: Protien

Sources of protein: The protein sources from animal protein and dairy products are considered higher quality proteins in terms of the higher proportion of essential amino acids that are useful for muscle protein synthesis as compared to vegetable sources.

Calcium

Osteoporosis causes fractures of the hip, wrist and vertebra as its most serious complications, resulting in mortality, loss of independence, functional decline, high fall risks and chronic pain. Calcium supplementation is recommended for those whose oral intake remains insufficient.

Sources of calcium: Dairy products, dried beans, kale, fortified juices, tofu and spinach.



Fig.2.1.4: Calcium

Vitamin D

Low vitamin D levels have been associated with risks of falls, osteoporosis, fractures, cardiovascular diseases, metabolic disorders, cancers and poorer cognitive function.

Sources of vitamin D: Egg yolks, cod liver oil and fatty fish like salmon, tuna and mackerel. Foods fortified with vitamin D such as milk provide the bulk of dietary vitamin D.

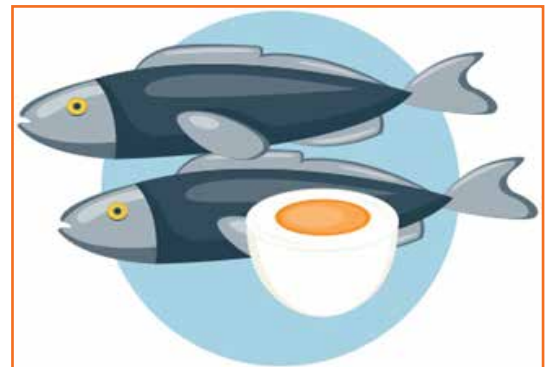


Fig.2.1.5: Vitamin D

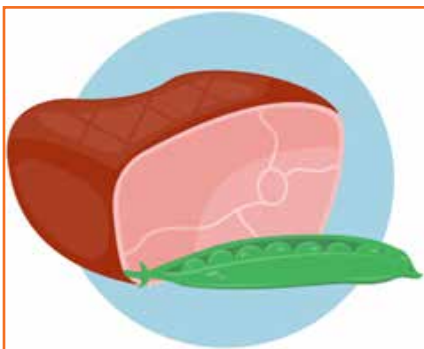


Fig.2.1.6: Iron

Iron

Iron helps in the transportation of oxygen to tissues through haemoglobin and myoglobin. Iron stores also affect immunity cognition and muscle function. Anaemia is the most common cause of nutrition-related anaemia among the institutionalised or chronically ill elderly.

Sources of iron: Heme iron from animal sources such as beef, pork, poultry and fish and non-heme iron from beans, dried fruits, enriched grains and fortified cereals. Nonheme iron needs to be in a soluble form for absorption; the ability to absorb is often reduced among the elderly.

Vitamin A

Vitamin A is important for vision, especially for sensing low light. Low vitamin A intake is often coincident with a low protein diet.

Sources of vitamin A: Green leafy vegetables, carrots, squash, eggs, beef liver and fortified foods.



Fig.2.1.7: Vitamin A

Vitamin B12/cobalamin

Vitamin B12 deficiency has been associated with depression, psychosis, sub-acute combined degeneration of the cord, dementia and multiple sclerosis. Common causes of vitamin B12 deficiency include pernicious anaemia, poor intake, and disorders of the stomach, pancreas and small bowel.

Sources of vitamin B12: Meat, fish, poultry, eggs and fortified cereals.



Fig.2.1.8: Vitamin B12/cobalamin



Fig.2.1.9: Folic acid

Folic acid

Folic acid is important in DNA synthesis and amino acid metabolism. Deficiency causes anaemia and diarrhoea.

Sources of folate: Green leafy vegetables, fruits, nuts, beans, peas, dairy products, eggs, seafood, poultry, meat and fortified foods such as bread, cereal and pasta.

2.1.6.2 Balanced Diet

“Balanced Diet is defined as one, which contains a variety of foods in such quantities, and proportions that the need for energy, amino acids, vitamins, minerals, fats, carbohydrate and other nutrients is adequately met for maintaining health, vitality and general well-being and also makes a small provision for extra nutrients to withstand short duration of leanness.” – as mentioned in India National Health Portal.

A balanced diet should provide 60-70% of total calories from carbohydrates, 10-20% from proteins and 20-25% from fats.

Benefits of a balance diet

- Meet nutritional requirements
- Prevent degenerative diseases
- Helps in improving longevity
- Helps in prolonging a productive life
- Increases endurance level
- Better stress management
- Optimum cognitive ability
- Improves immunity

Tips for Eating Well

- **Eat plenty of fruit:** To get the benefit of the natural fibre in fruits, you should eat fruit whole rather than as juices.
- **Eat plenty of vegetables:** Eat a variety of colours and types of vegetables every day.
- **Eat plenty of whole grains:** At least half of the cereals, breads, crackers, and pastas you eat should be made from whole grains.

- **Choose low fat or fat free milk:** These provide calcium and vitamin D to help keep your bones strong.
- **Choose lean meats:** Lean cuts of meat and poultry have less fat and fewer calories but are still good sources of protein.
- **Try other sources of protein:** Try replacing meats and poultry with fish, beans, or tofu.

Fast Facts on nutrition

- The human body requires seven major types of nutrients.
- Not all nutrients provide energy but are still important, such as water and fibre.
- Micronutrients are important but required in smaller amounts.
- Vitamins are essential organic compounds that the human body cannot synthesize.

2.1.6.3 Meal Planning

Meal planning involves planning nutritious meals for every member of the family with respect to their age, activity, likes, dislikes, availability of food and all other resources.

Objectives of Meal Planning

- Meeting the nutritional needs of the family;
- Identifying the food preferences of the members of the family;
- Economic use of the time, energy and fuel;
- Retaining maximum nutrients of the food by cooking using proper methods;
- Keeping the budget spent on foods in check;
- Serving delicious and appetizing foods to the family.

Importance of Meal Planning

- Provides a balanced diet;
- Helps to prepare delicious and interesting foods;
- Helps in maintaining the expenditure on foods according to the family's budget;
- Saves time, labour and energy;
- Helps in food preparation as per the preferences of the members of the family;
- Helps in planning various types of meals;
- Helps in leftover management;
- Provides complete and good nutrition to the family by considering a day as a single unit rather than individual meals.

Planning meals for elderly people

- A balanced nutrient-dense diet is essential for maintaining good health of the elderly.
- Good nutritional status can help to prevent chronic disease and speed up recovery from illness, surgery or broken bones.
- An elderly's diet should include varied choices of food with most of the calories from carbohydrates, moderate in protein while low in fat, salt and sugar.
- Lean meat or poultry without skin and low fat dairy products are good protein choices.
- Elderly are also encouraged to have adequate fruits, vegetables, whole grains products and legumes.

- Food provided for the elderly should be easy to chew and digest.
- Choose soft foods e.g. bean curd, fish, melon-type vegetables or chop the meat or poultry into smaller pieces for those with chewing problems.
- Try to use low fat cooking methods such as steaming, boiling, stir-frying with little oil and use of herbs and spices to enhance the flavour of dishes.
- Make dishes attractive by combining foods of different colour, shapes and texture.
- The need for iron decreases after menopause. Some nutrient requirements such as vitamin D and calcium increase in elderly.

2.1.7 Administering Medicines to the Elders

It's important to know what each medicine is for and about possible side effects. You'll also need to work with all health care providers to keep track of the medicines of the elders.

If the elderly has vision or hearing loss, or loss of hand function, you'll also be the ears, eyes, and hands for that person. You'll be making sure they take the right dose of the right pill at the right time.

Make a care plan with providers

Going to doctor appointments with your elder can help you stay on top of which medicines are prescribed and why they are needed.

Discuss the plan of care with each provider on a regular basis:

- Learn as much as you can about your elder's health conditions.
- Bring a list of all prescribed medicines, and those bought without a prescription, including supplements and herbs, to each provider appointment. If possible, bring the pill bottles with you to show the provider. Talk with the provider to make sure the medicines are still needed.
- Find out what condition each medicine treats. Be sure you know what the dosage is and when it should be taken.
- Ask which medicines need to be given every day and which are used only for certain symptoms or problems (also called "prn use").
- Check to make sure the medicine is covered by your elder's health insurance. If not, discuss other options with the provider.
- Write down any new instructions and make sure both you and your elder understand them.

Be sure to ask the provider all of your questions about the medicines your elder takes.

Don't run out:

Keep track of how many refills are left for each medicine. This should be on the medicine bottle label. Make sure you know when you need to see the provider next for a refill.

Plan ahead. Call in to the pharmacy for refills up to a week before they are due to run out. Ask your provider which medicines you can get a 90 or 100-day supply for.

Risk of medicine interactions

Many older adults take multiple medicines. This can lead to medicine or drug interactions. Be sure to talk with each provider about the medicines being taken. Some interactions can cause unwanted or serious side-effects. These are the different interactions that can occur:

- **Drug-drug interactions:** Older people are more likely to have more harmful reactions between different medicines. For example, some interactions can cause sleepiness or increase the risk of falls. Others may

interfere with how well the medicines work.

- **Drug-alcohol interactions:** Older people may be more affected by alcohol. Mixing alcohol and medicines may cause a loss of memory or coordination or cause irritability. It can also increase the risk of falls.
- **Drug-food interactions:** Certain foods can cause some medicines not to work as well. For example, you should avoid taking the blood thinner (anticoagulant) warfarin (Coumadin, Jantoven) with foods high in vitamin K, such as kale. If you can't avoid this, then eat a consistent amount to minimize adverse effects.

Some medicines also may worsen certain health conditions in older adults. For example, NSAIDs (non-steroidal anti-inflammatory drugs such as ibuprofen and naproxen) may increase the chance of fluid buildup and worsen heart failure symptoms.

Talk with the pharmacist

Get to know your elder's pharmacist. This person can help you keep track of the various medicines that your elder is taking. They can also answer questions about side effects. Here are some tips for working with the pharmacist:

- Be sure to match the written prescription with the medicines you get from a pharmacy.
- Ask for large print on the prescription packaging. This will make it easier for the elder to see.
- If there is medicine that can be split in two, the pharmacist can help you split tablets into the correct dosage.
- If there are medicines that are difficult to swallow, ask the pharmacist for alternatives. They may be available in a liquid, suppository, or a skin patch.

Of course, it can be easier and less expensive to get long-term medicines by mail order. Just be sure to print out the list of medicine from the provider website before every health care provider appointment.

Organizing medicines

With many medicines to keep track of, it's important to learn certain tricks to help you keep them organized:

- Keep an up-to-date list of all medicines and supplements and any allergies. Bring all of your medicines or a complete list to every health care provider appointment and hospital visit.
- Keep all medicines in a safe place.
- Check the "expiration" or "use by" date of all medicines.
- Keep all the medicines in original bottles. Use weekly pill organizers to keep track of what needs to be taken each day.
- Devise a system to help you track when to give each medicine during the day.

Planning and administering the medicines properly

Simple steps that can help you to manage all medicines regularly include:

- Keep all medicines together in one place.
- Use meal times and bedtimes as reminders to take medicines.
- Use a watch alarm or notification on your mobile device for in-between medicines.
- Read the instruction sheets properly before giving medicine in the form of eye-drops, inhaled medicines, or injections.
- Be sure to dispose of any leftover medicines properly.

Exercise 

1. _____ an adequate, well-balanced diet combined with regular physical activity.
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2. Low _____ levels is related to risk of falls and osteoporosis.
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3. Which nutrient deficiency causes Anaemia?
- a) Iron
 - b) Vitamin D
 - c) Vitamin A
 - d) Vitamin C

4. Which of the following is a benefit of having a balanced diet?
- a) Meet nutritional requirements
 - b) Reduced immunity
 - c) Improves longevity
 - d) Increases endurance level

5. How do you build good relationships with seniors?
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6. How can a caregiver help seniors face mobility problems?
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UNIT 2.2: Recreational and Health Activities

Unit Objectives

At the end of this unit, the participant will be able to:

1. Describe the recreational and physical training activities the elders are required to do and how to assist them with the same.
2. Discuss the ways of keeping company with elders and supporting them emotionally.

2.2.1 Recreational and Physical Activities for the Elderly

When you think of the elderly, your first thoughts might be of them sitting comfortably in a wheelchair or spending time in bed.

Recreational activities might be a secondary thought, but alongside visits from family and consultations with their nurses, these physical activities must be part of the elderly's weekly schedule.

Seniors rely on these to improve their physical, cognitive, and emotional health as well as their overall wellbeing and quality of life.

And part of what an elderly caretaker does is facilitate these activities to empower the important people in their care!

Why is recreation important for seniors?

Inactivity among seniors (and people of all ages, as a matter of fact!) can lead to physical ailments and be detrimental to mental health.

A lack of interaction with others can also cause feelings of loneliness and isolation. This is why aged care workers must highly prioritise leisure activities.

Recreation then becomes a therapeutic activity that builds relationships, benefits mental health, and improves physical health, each of which is critical to the overall health and happiness of the elderly.

Here are 3 key advantages of recreational activities for the elderly.

1. **Recreation improves emotional and cognitive wellbeing:** Recreational activities play an important role in improving the cognitive and emotional wellbeing of the elderly. Individual and group activities improve seniors' emotions and cognitive abilities in expressing themselves and what they feel. This can be through activities like arts and crafts or painting. Cognitive activities such as jigsaw and word puzzles or card games strengthen organisational and problem-solving skills and improve mental alertness. Even good old fashioned conversation can stimulate the mind!
2. **Helps them lead a fulfilling social life:** Seniors thrive in good company and in healthy relationships. Most of the time, the elderly rely on others to interact with. Recreational activities planned especially for the elderly ensure they spend quality time with people similar to them, as they enjoy the gift of companionship and camaraderie. Feelings of seclusion, anxiety, and isolation are eased, while mental and physical health is improved. Group activities such as bingo, chess and other board games can encourage seniors to connect with others and foster meaningful relationships.
3. **Helps strengthen and improve physical health:** Gentle exercises and light activities can help improve the mobility, balance, flexibility, and agility of the elderly. Physical activity can also prevent disease and reduce the risk of falls and other injuries. Activities can be as simple as daily walks or planned exercise such as swimming, stretching, or appropriate chair exercises. Other aerobic activities can also include dancing classes

or even gardening! Physical activity helps the aged gain more muscle strength and improve coordination and balance, even as they age. Light exercises and movement can also reduce muscle strain and spasms and strengthen their cardiovascular and respiratory wellbeing.

How can you encourage the elderly to participate in activities?

Motivation plays an important role in encouraging the elderly to participate in these planned recreational activities.

At first, they may hesitate, whether from a fear of failure or a fear of injury. It's important to remember that some of these people may have not enjoyed regular physical activity for some time, and may be scared to get started.

It's important to start small and slowly – set realistic goals and simply be there for them when they need it most. Importantly, you should create activities that:

- Suit their physical conditions
- Can easily be incorporated into their day-to-day, and
- Foster relationships with fellow residents
- We break down each of these below.

Creating a suitable recreational activity for the elders

As you can understand, many seniors may not have exercised for quite some time, and as mentioned above, may be fearful of failure or the risk of injury.

So while it's important to choose activities that suit their interests, it becomes critical that these activities also suit their fitness and mobility levels.

You could even ask individuals what sorts of activities they would like to participate in, and collate a schedule using their input.

Incorporate activities into their day: For many, routine contributes to improved sleep as well as a better sense of stability and security. As such, it's important to not thwart their schedule dramatically. Instead, incorporate planned activities during their weekday routines. Again, you can start small, giving them the opportunity to get to know the program and what's involved. And don't forget about 'holistic' exercise needs such as warming up and cooling down, and ensuring plenty of water is available.

Improve relationships and strengthen social ties: As we mentioned earlier, recreational activities such as planned exercise sessions can help to improve an individual's social life. Fostering these relationships not only strengthens social ties, but also helps 'spread the word', so to speak, getting more people involved and in turn ensuring more of your residents get the opportunity to enjoy the wonderful health and mental benefits of group exercise!

What are recreational activities for the elderly: Encourage creativity, challenge the brain, and keep the elderly moving with these fun, interactive, and energetic activities!

- **Recreational activities that boost creativity and imagination:** Improve concentration and hand-eye coordination with these activities that require fine motor skills.
 - » Painting or drawing
 - » Scrapbooking
 - » Cross stitching
 - » Embroidery
 - » Crochet or knitting
- **Activities that challenge memory and the mind:** From numbers to letters, words, and strategies, the elderly can make most of these mind-game activities that can challenge and strengthen their memory.
 - » Chess




- » Bingo
- » Scrabble
- » Monopoly
- » Jigsaw puzzles
- **Recreational activities that keep them moving:** Help your residents gain muscle strength, improve their posture, and keep them physically active. You can even get specialised trainers who can safely help them get up and move!
 - » Dancing
 - » Obstacle courses
 - » Swimming
 - » Aerobics
 - » Tai chi

How much activity do elders need?

Focus on moving more and sitting less throughout the day. Always remember some activity is better than none. Check with your doctor before starting a physical activity routine. If you are 65 years of age or older, are generally fit, and have no limiting health conditions, you can follow these recommendations:

- At least 150 minutes a week of moderate intensity activity such as brisk walking or anything that gets your heart beating faster counts
- At least 2 days a week of activities that strengthen muscles
- Mix in stretches and activities to improve balance such as standing on one foot

Types of Activity for Older Adults

Aerobic Activities	Strength Activities	Balance Activities
		
<p>Anything that gets your heart beating faster counts. Some examples include:</p> <ul style="list-style-type: none"> • Walking or hiking • Dancing • Swimming • Water aerobics • Jogging or running • Aerobic exercise classes • Some forms of yoga 	<p>Do activities that make your muscles work harder than usual. Some examples include:</p> <ul style="list-style-type: none"> • Strengthening exercises using exercise bands, weight machines, or hand-held weights • Body-weight exercises (push-ups, pull-ups, planks, squats, lunges) • Digging, lifting, and carrying as part of gardening 	<p>Incorporate activities to improve your balance. Some examples include:</p> <ul style="list-style-type: none"> • Walking backwards • Standing on one leg • Walking heel-to-toe • Practicing standing from a sitting position • Using a wobble board • Strengthening muscles of the back, abdomen, and legs

<ul style="list-style-type: none"> • Bicycle riding (stationary or outdoors) • Some yard work, such as raking and pushing a lawn mower • Sports like tennis or basketball • Walking as part of golf 	<ul style="list-style-type: none"> • Carrying groceries • Some yoga postures • Some forms of tai chi 	
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Fig.2.2.1: Types of Activity for Older Adults

2.2.2 Supporting Elderly Emotionally

Each transition in life has certain pros and cons, bringing with it new adjustments. The same holds true for those individuals who are now progressing towards old age. While going through this transitory phase, there are a gamut of changes that come along, together with declining physical health adding to stress. At this stage people often have questions about their purpose and meaning of life.

Rising awareness, advancement in technology and advent of health services have helped the seniors adopt a healthy lifestyle. However, what remain to be addressed till date are the psychological and emotional changes that come along with it. Despite being so 'well connected' virtually, nothing seems to parallel the physical presence of loved ones. It leaves a deep void that adds to the existing problems people are already experiencing.

Some of the issues that could affect their well-being are:

- Loneliness and isolation
- Ruminating over past issues
- Chronic low mood
- Low self esteem
- Declining sense of independence
- Lack of acceptance

At every stage of life, we have emotional needs that must be fulfilled in order for us to feel truly happy and healthy. As you age, your emotional needs and the way you meet those needs may change. Friends, family, and caretakers can all do their part to make sure the emotional needs of older adults are met.

What are the emotional needs of seniors?

All seniors have different values and priorities, so the needs of the elders may not be exactly the same as the needs of another individual. However, there are some core needs that virtually all older adults lean on. The following are a few examples:

- Social interaction
- Meaningful relationships
- Safety
- Belonging
- Meaning and purpose
- Empathy and validation
- Independence and autonomy
- Privacy

How to meet the emotional needs of seniors?

Seniors may rely more on others than younger adults for their needs to be met. If you have an aging the elders, you can take active steps to ensure that their emotional needs are fulfilled.

Here are seven ways to meet the emotional and mental health needs of older adults:

Actively listen: Everyone needs to feel seen, heard, and understood by those around them. Unfortunately, many people disregard seniors' opinions and don't truly listen to what they're saying when they speak. One of the best things you can do for elder is to actively listen to them.

When they talk, your only job is to hear and understand what they say. You don't need to be thinking of a response or a follow-up question as they're speaking. Instead, dedicate your full attention to them. When the individual knows that you're listening intently, they'll feel a stronger sense of connection to you, and they'll feel more fulfilled by the conversation.

Prioritize safety and security: Safety is one of the most basic but important needs for the elders. If the elders one doesn't feel safe and secure, they probably won't have the emotional energy to fulfill their other needs.

You can help to ensure the safety of the elders by identifying and removing physical risks in their environment. There are a number of home modifications you can install to allow them to navigate their home more safely. Security systems, new locks, and emergency call buttons can all help seniors feel at peace in their homes, too.

Respect their wishes: Unless the elders are in a severe state of cognitive decline, they have the ability and the right to advocate for themselves. People sometimes infantilize older adults, treating them as if they're young children who cannot make their own decisions. However, the elders can and should be in control of their own lives. You can show the elders that they're valued and respected by actively listening to their wants and needs and doing your best to meet them.

Find meaningful activities: Recreation is a major component of mental health and emotional wellness in seniors. Hobbies provide an opportunity for self-expression and a sense of pride and fulfillment in one's work. Some elders may struggle to find meaningful activities on their own, though. You can help the elders by suggesting activities that you can do together. Not only does this give them a chance to participate in fun hobbies, but it can also be a social outlet.

Socialize: In many cases, lack of socialization drives the emotional changes in the elders as they age. When you get older, you may not find as many opportunities to connect with others throughout your day-to-day life. Retirement, mobility limitations, and the loss of friends or a spouse can all contribute to loneliness and isolation in older adults.

Social interaction is absolutely necessary for people of all ages to feel well. Even introverted the elders need to connect with others from time to time, so you should make sure that the elders has regular opportunities to spend time with others.

Assist with self-care: Hygiene, grooming, and other self-care tasks can become more difficult with age. While some seniors have no problem keeping up with their self-care, others may see their chronic pain or mobility issues get in the way. This can be a serious contributor to depression, anxiety, low self-esteem, and other mental health struggles. If the elders have expressed that personal care is becoming more difficult, you could offer support by assisting them when needed.

Watch for signs of depression: Unmet emotional needs could lead to depression and other mental and emotional health problems. If the elder is struggling with a clinical psychological disorder, professional support may be needed to get them back on their feet. The following are some of the most common signs of depression in older adults:

- Low mood and low self-esteem
- Withdrawing from family and friends
- Sleeping more than usual

- Lack of interest in preferred hobbies
- Speaking frequently about death, dying, or suicide

Caregivers and the elders are instrumental in an aging adult's mental and emotional health. Even small actions on your part can help the elders feel valued, appreciated, and understood.

Scan the QR Codes to watch the related videos



Activities of Daily Living (ADL) for an Elder



Assisting Elders with their Personal Hygiene



Mental Health Issues in the Elderly



MIRA - Helping older people regain their mobility



Nutritional needs of Elderly People



Recreational and Physical Activities for the Elderly

Summary

- Regular communication, Respect, compassion are essential skills of a caregiver to maintain good relationship with seniors.
- ADL of elderly involves bathing, continence, dressing, mobility, feeding.
- Proper care of the mouth and teeth supports the care receiver's overall health and helps prevent mouth pain, eating difficulties, speech problems, digestive problems, tooth decay, and gum disease.
- Inspect dentures for cracks, chips, or broken teeth often.
- Multiple tools can be used to assist elderly during eating such as, blendable straws, divided plates, larger handled utensils etc.
- An elderly person need to foster a healthy personal care regime in order to maintain their dignity and sense of self-worth.
- Common conditions in older age include hearing loss, cataracts and refractive errors, back and neck pain and osteoarthritis, chronic obstructive pulmonary disease, diabetes, depression and dementia.
- As a caregiver, one of the most important things you can do to help is to watch out for warning signs that they may be experiencing mobility problems.
- Good nutrition - an adequate, well balanced diet combined with regular physical activity – is a cornerstone of good health.

- In order to provide good nutrition eating right is necessary. The food should be enriched in protein, vitamin D, vitamin C, vitamin A, calcium, iron, folic acid etc.
- Meal planning involves planning nutritious meals for every member of the family with respect to their age, activity, likes, dislikes, availability of food and all other resources.
- Many older adults take multiple medicines. This can lead to medicine or drug interactions. Be sure to talk with each provider about the medicines being taken.
- Inactivity among seniors can lead to physical ailments and be detrimental to mental health.
- Recreational activities like, painting, scrapbooking, embroidery, improves emotional and cognitive wellbeing in elderly.
- Loneliness, chronic low mood, low self-esteem, lack of acceptance are some emotional factors affecting seniors well-being.

Exercise

1. Which of the following is a recreational activity suitable for elderly?
 - a) Running
 - b) Jumping
 - c) Painting
 - d) Hiking
2. Which type of activities make muscle harder than usual?
 - a) Aerobic activities
 - b) Strength activities
 - c) Balance activities
 - d) Skill based activities
3. Which of the following are some issues that affect elderly well-being?
 - a) Loneliness
 - b) Low self-esteem
 - c) Lack of acceptance
 - d) Skill based activities

4. Why is recreation important for seniors?

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.....
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5. How can you encourage the elderly to participate in activities?

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3. Cleaning Activities, Tidying Up of the Room and Establish a Safe and Hygienic Environment for the Elders



Unit 3.1 – Cleaning Activities and Tidying Up of the Room

Unit 3.2 – Safe, Secure and Hygienic Environment for the Elderly Person



Key Learning Outcomes

At the end of this module, the participant will be able to:

1. Perform cleaning activities and tidying up of the room.
2. Maintain safe, secure and hygienic environment for the elderly person.

UNIT 3.1: Cleaning Activities and Tidying Up of the Room

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain the process of sweeping, dusting and mopping of the house.
2. Discuss the method of organising different rooms in the house, with safe movement for elders in mind.
3. Explain how to sanitize and air the living space on a daily basis including replacing the bed linen as and when required.
4. Discuss the methods of removing stains and smells, washing and sanitising the clothes/ sheets as per the fabric, manually or with washing machine.
5. Discuss how to organise wardrobe for easy identification and retrieval of clothes.
6. Explain the process of cleaning different types of utensils/ tools/ appliances.
7. Discuss the ways in which the house can be made safe, secure and hygienic for the elderly persons.

3.1.1 Introduction to Housekeeping

Housekeeping in simple words means maintaining a house on a daily or long term basis or looking after its cleanliness, tidiness, upkeep and smooth running. When one keeps their house clean and well maintained, they would also like to make it as beautiful as possible. How do you make sure that everything in the house is in usable condition? None of the objects are broken or chipped and fabrics are not torn. All the fixtures like taps, geysers, electric wiring, bulbs, tubes, fans, plug points, are in good working condition, geysers are not leaking, electric wiring is proper and there is no danger of fire due to short-circuiting, and so on. Thus, the different procedures followed to keep and maintain everything in the house in good and presentable order, are collectively known as good housekeeping. In other words, we may also say that housekeeping is a process of keeping a place clean, beautiful and well maintained so that it looks and feels pleasant and inviting to all, either living, visiting or working there.

Importance of Housekeeping

To know the importance of housekeeping, let us examine the following situation.

Sohan gets up with a backache as his mattress is lumpy. He has to catch a train; he opens the tap for bathing but there is no water! He goes to the roof to check the tanks, a leak in the pipe has drained out all the water! He sits for his breakfast and manages to save himself from falling, as the chair is broken. To his horror, he notices a tiny cockroach in his food.

Now, would you like to be in Rohan's place? Would you like to use a dirty toilet? or wear dirty, torn clothes? Would you like to work in a shabby, dirty place? If eating out, would you like to go to a restaurant with broken furniture or pests crawling all over? Would you like to sleep on a dirty and lumpy bed? I am sure the answer to all the above is 'No'. These are very small things but can make a lot of difference in your daily life. These small things are the very essence of good housekeeping. Had Rohan attended to the leak in time, repaired the dining chair when it had just started creaking, or unclogged the drain the first time it showed a minor blockage, regularly disinfested his house at periodic intervals— it would have ensured a clear, comfortable environment in which Rohan would have been happy and relaxed. He would not have felt uncomfortable, depressed and frustrated or suffered from an inferiority complex. Good housekeeping would have ensured smooth functioning of all gadgets, no leaks, a comfortable environment in which Rohan would have enjoyed hassle-free living.

Thus housekeeping means attending to the small tasks in time.

3.1.2 Process of Sweeping, Dusting and Mopping of the House

We have already discussed in our previous topic that housekeeping involves cleaning, maintenance and beautification of any premises and that it is one of the most important and regular features in our daily life. Thus we know that any establishment has to be clean, well maintained and presentable at any given moment.

But how to ensure well-maintained areas in the house?

Cleaning is the most important and primary aspect of housekeeping. It is a process of removing dirt, dust and grime by using methods such as dusting, shaking, sweeping, mopping, washing or polishing.

There are certain areas you may clean daily, whereas you may clean other areas occasionally or once /twice in a year. Since there are different types of surfaces like walls, countertops, marble floors, ceramic tiles, wooden chairs, etc., special cleaning agents are used to clean these specific surfaces.

Meaning and Importance of Cleaning

What do you mean by cleaning: Cleaning involves sweeping floors, dusting furniture and other surfaces, mopping or washing floors, polishing surfaces, articles and accessories, scrubbing tiles, sinks, toilets, disinfecting drains, rearranging cleaned areas and putting things in their specific place. We can say that cleaning is a process of removing dust, dirt or any other undesirable materials like stains, spots, contents of an ashtray, etc.

What happens if cleaning is not done regularly: The house will become the breeding ground of insects such as cockroaches, spiders, ants, flies and mosquitoes. It will look dirty and will be most uncomfortable. Living in such circumstances can also lead to diseases such as asthma, bronchitis, etc. Thus, cleaning is necessary for a general presentable appearance and also to ensure good hygienic conditions.

What do you understand about dust and dirt: 'Dust' collectively refers to the loose particles, which are very easily moved by air and settle on any surface. It is easily removed with the help of a dry cloth.

'Dirt' refers to dust that sticks to any surface with the help of moisture or grease. It is more difficult to remove dirt as compared to dust. Dirt has to be removed either with a detergent or any other cleaning agent.

3.1.2.1 Methods of Cleaning

You have already read earlier in this lesson that dust and dirt can be removed by dusting, mopping etc. Based on these we can describe the cleaning methods as follows:

Dusting

You are already familiar with the term 'dust'. But how do you remove dust? When any surface is wiped with a piece of dry cloth, (duster), it carries the loose dust with it and the process is known as dusting. This should be done with a clean soft cloth.



Fig.3.1.1: Dusting

Dusting with a cloth - Steps to do Dusting

- STEP 1:** Dusting is being done by many tools like cotton/ muslin cloth known as a duster dusting brush vacuum cleaner etc.
- STEP 2:** Choose your dusting tool as per the requirement like muslin cloth duster for dusting digital gadgets table etc. while dusting brush for cleaning computer systems/ fans/ light bulbs etc. Dusting is always to be done after sweeping as dust spreads in the course of sweeping and gets collected on the items available in that place.
- STEP 3:** Dusting is to be done systematically to avoid needless wastage of time and energy. Before dusting, first, make a list of items to be cleaned and then start dusting the items kept on the height like ceiling fans, light bulbs and then come downwards to clean paintings, artifacts, tables etc.
- STEP 4:** Always dust an item in either clockwise or anticlockwise motion to clean properly.
- STEP 5:** Always remember to clean not only the upper surface of the objects but also to clean the dust underneath thoroughly by moving it from its place.



Fig.3.1.2: Dusting with a cloth -1



Fig.3.1.3: Dusting with a cloth -2



Fig.3.1.4: Dusting with a cloth -3



Fig.3.1.5: Dusting with a cloth -4



Fig.3.1.6: Dusting with a cloth -5

- **STEP 6:** Always shake or rinse your dusting cloth to remove the dust as soon as it becomes dirty. Please do not shake the dusting cloth inside the house as it may make your house dirtier.



Fig.3.1.7: Dusting with a cloth -6

- **STEP 7:** To clean the dust from the tough areas, like behind the furniture and ceiling fans, etc., use a synthetic duster with a long handle or stick.



Fig.3.1.8: Dusting with a cloth -7

- **STEP 8:** Use a small paintbrush to remove the dust from the nooks of the crevices of the furniture.



Fig.3.1.9: Dusting with a cloth -8

- **STEP 9:** Use a damp mop/ Swiffer to clean dust from the oil-painted walls while using a muslin cloth/ synthetic brush for the other walls.



Fig.3.1.10: Dusting with a cloth -9

- **STEP 10:** While cleaning non-wooden furnishings use a damp cloth to wipe the dust.



Fig.3.1.11: Dusting with a cloth -10

- **STEP 11:** While cleaning the Air Conditioners, remove the air filter and wash it thoroughly under running water, then let it dry before placing it back. You ought to clean the outer body of the Air Conditioner as well.



Fig.3.1.12: Dusting with a cloth -11

- **STEP 12:** As soon as you finish the entire dusting, clean the floor as well otherwise, the whole dust will be laid there. Do not forget to throw the dust and debris in the dustbin.



Fig.3.1.13: Dusting with a cloth -12

Tips

- Always use a high-quality cleaning product to clean paintings, mirrors, artefacts and other items.
- Always remove the stains of food and beverages from the tabletop as soon as you notice.
- Always dust the hidden surface of tables and chairs as cobwebs and dust get accumulated right here.
- Do not leave out the corners of furniture while dusting.
- To do a proper dusting of the house, you need to make a dusting calendar with the details of the items to be cleaned daily, weekly and monthly. It makes the complete work very systematic and smooth for the Elderly Caretaker.
- Always store the dusting tools after proper cleaning /washing for subsequent use
- Always use one-of-a-kind dusters/brushes for exclusive areas of the house.
- Always put on breathing masks or tie a cloth around your nostril and mouth earlier than sweeping as breathing in the dirt can be dangerous for you.
- Always clean the window sill, window panes and window grill.
- You should use the damp cloth and cleaning agent to clean ceiling fans, exhaust fans, etc.
- Collect the entire dust in a garbage bag and tightly close it before disposing of in the trash bin.
- A vacuum cleaner should be used to clean the carpets, rugs, sofas and mattresses.
- Always cover your head to avoid damage to your hair.

Sweeping

When a broom or a brush is used to carry the dust laterally along with the room, the process is known as sweeping. While sweeping any vertical surface like walls, you should remember to start from the top and sweep downwards. Similarly for lateral sweeping as for floors, start from one end of the room and move to another, preferably a door, and carry the dust all along or collect in a dustpan. All the movable articles kept on the floor should be lifted, swept under, and kept back in place.

Sweeping the floor - Steps to Sweep the Floor

- **STEP 1:** You should select an appropriate broom for cleaning the desired area as it will make your work easier. E.g. Use a soft broom with a normal size handle for cleaning the dry floor while using a long-handled soft broom for breaking cobwebs from the ceiling and walls.
- **STEP 2:** Before sweeping, you should remove all the clutter including delicate and important items from the floor to avoid any accident. It will make your task easier and less time-consuming.
- **STEP 3:** Hold the broom and start from one corner of the floor and sweep towards the other corner in overlapping strokes. Pile up the dust at a point and bring the dust from other corners as well by following the same process. Now the entire dust is collected in one place. You should collect the dust in a corner that is not in contact with direct air otherwise it will get spilt and will increase your work.
- **STEP 4:** While sweeping you should make sure that the broom reaches all the corners and under the furniture so that the dust from there may be collected.
- **STEP 5:** Now collect the dust on a dustpan and throw it into the dustbin. There should not be any dust left beneath the dustpan if so you can use a damp cloth to clean it.
- **STEP 6:** When you are cleaning outdoors, you should make sure to sweep downhill and with the wind as your work gets easier.



Fig.3.1.14: Sweep



Fig.3.1.15: Sweeping the floor -1



Fig.3.1.16: Sweeping the floor -2



Fig.3.1.17: Sweeping the floor -3



Fig.3.1.18: Sweeping the floor -4

Tips

- Always wear a breathing mask or tie a cloth around your nose and mouth before sweeping as inhaling the dust can be harmful to you.
- Switch off the fans and close the doors before sweeping into the rooms.
- Cover the open food items and water before sweeping.
- Always remove dust and hair from doormats, rugs, etc. regularly.
- Always clean broom from hair and dust after sweeping for the next use.
- Avoid storing the broom on its bristle. Place it in a horizontal position instead. It will increase the life of the broom.
- Cover your head to avoid damage to your hair.

Mopping

You have read that wiping with a dry cloth is dusting, similarly, wiping a surface with a damp cloth is called 'mopping'. The piece of cloth used is known as a 'mop' and is generally coarser than a duster. In this process, both the dust, as well as easily removable dirt, is also removed. Mopping is mostly done on floors. Extra attention should be paid to nooks and corners otherwise it gets tougher to remove fixed grime later on.

Mopping - Steps to Mop the floor

- **STEP 1:** Before mopping any area, collect the essential tools like a mop, bucket, water, floor cleaning agent, disinfectant etc. Mopping is always to be done after sweeping and dusting.
- **STEP 2:** You should clear the area before mopping, like removing chairs, tables, toys, throw rugs and other items scattered on the floor.



Fig.3.1.19: Mopping



Fig.3.1.20: Steps to Mop the floor -1

- **STEP 3:** If anyone is supposed to walk through that area like kids, family members, pets etc. allow them to move earlier than you begin mopping.
- **STEP 4:** If you want to clean any of the items in the room or countertops in the kitchen etc., please do it beforehand, so that if any particle falls on the floor, it will fall before you clean.
- **STEP 5:** Mix the appropriate amount of floor cleaning agent/ disinfectant with lukewarm water in the bucket.
- **STEP 6:** Please read the instructions mentioned on the package or bottle the floor cleaning agent/disinfectant before using it.
- **STEP 7:** Dip the mop inside the bucket and leave it there for a minute to soak water.



Fig.3.1.21: Steps to Mop the floor -2



Fig.3.1.22: Steps to Mop the floor -3



Fig.3.1.23: Steps to Mop the floor -4



Fig.3.1.24: Steps to Mop the floor -5



Fig.3.1.25: Steps to Mop the floor -6

- **STEP 8:** Wring the mop to remove excess water as you want it damp, not soggy.



Fig.3.1.26: Steps to Mop the floor -7

- **STEP 9:** Hold the Mop in your hand, start wiping from one corner of the room and move towards the other end.



Fig.3.1.27: Steps to Mop the floor -8

- **STEP 10:** You should use light pressure to remove stubborn stains from the floor.



Fig.3.1.28: Steps to Mop the floor -9

- **STEP 11:** After covering a small area, when the mop starts looking dirty, dip it once more into the bucket and wring and proceed to the next area. You need to repeat this process each time the mop looks dirty while cleaning.



Fig.3.1.30: Steps to Mop the floor -11



Fig.3.1.29: Steps to Mop the floor -10

- **STEP 12:** To remove the persistent dirt, you ought to use a more wet mop than regular to dampen the area thoroughly. Then use a drier mop and wipe out the entire dirt by using pressure. You can repeat the process if required. Avoid stepping on the wet floor as it will make the area dirty.

- **STEP 13:** Let the floor dry. You could allow the doorways and windows open for this work. You can switch on the ceiling fans for the same as well. Replace the furniture you moved before mopping the area.



Fig.3.1.31: Steps to Mop the floor -12



Fig.3.1.32: Steps to Mop the floor -13

- **STEP 14:** Wash the mop under the running water to clean and let it dry before storing. Never forget to wash your hands with soap/ hand-wash once the task is over.



Fig.3.1.33: Steps to Mop the floor -14

Tips

- Always clean underneath the furnishings, shoe racks, almirah, in the back of the doors.
- You should wear rubber gloves and shoes (non-slippery) before mopping the floor.
- As soon as the mopping water gets dirty, change it otherwise, you would be cleaning the floor with dirty water, and there is no use of it.
- Always choose the mop as per the size of the room and the need so that you may save your time and energy.
- Always remove the stains first so that you do not need to repeat the mopping process.
- Do not use any cleaning agent directly on the floor as it may damage its surface.
- Always choose the cleaning agent as per the floor.
- Use a scrub to remove persistent stains from the floor before mopping.
- Store the mops and cleaning agents at a safe place, far from the reach of the children.
- Always ask your employer in case of any doubt related to the use of a product.

Washing

Sometimes mopping alone is not sufficient to remove dirt. Such surfaces are then scrubbed with the help of a yard (bamboo) broom along with plenty of water. Eventually, the dirt loosens and is carried off by water. This process is known as 'washing'. In case of tougher stains or dirt, detergent may be added to the water.

3.1.3 Organising the House

One of the major responsibilities of a Elderly Caretaker (Non-Clinical) is to keep the house neat and clean as a tidy house welcomes everyone. When a person enters a house, the primary factor observed is tidiness, which creates an image of the household.

The purpose of tidying up a room is to place every item at its appropriate spot so that it may be picked up easily without any hassles. You need to follow the below-mentioned steps to make a room full of energy and life.

- The process of tidying up a room starts from prioritizing the stuff which must be kept in a room.
- These items need to be critical, preferable, and vital for that room relying on the requirement of the household.
- You have to consult your employer before throwing away/ storing a few things that isn't always crucial.
- You could use the closets, cloth wardrobe/desk drawers, trunks, area beneath the bed, attics/basements and spare room to store more stuff.
- You should create and follow a system for storing clothes, both clean and dirty.
- The most important item in a bedroom is the bed. Thus, when the bed is tidy, it will make the rest seem better. So clean up the bed by removing extra stuff from it.
- You should make the bed every morning as it needs only a few minutes but makes the room feel tidy and additionally encourages a great night's sleep at the end of each day.
- Start picking up the large items first, then to small items like papers etc.
- You need to collect all the clutter/ extra stuff from the room and put it all away neatly. Follow the simple rule of 'Putting the thing right back from there it was pulled'.
- The room should be cleaned regularly with the aid of sweeping, mopping, scrubbing, washing, dusting, or anything else is needed to do to keep it presentable.
- You should make a habit of giving some time each day to put everything where it belongs as it prevents the stuff from accumulating again.
- Make a practice to place everything in its place or neatly put it away, every night before sleeping.
- You should shut all of the drawers of the cloth cabinet, night time desk, or table after use, every time you open it. This will make a huge difference in you, as you can't see peeking stuff from the gaps of the closets.
- As soon as your task is completed, stop and check if it is correct so that you may not leave something in between and start something else. So after completing the task go and finish cleaning. For example, your dining table is disorganized, you cleaned it all up, then check to make sure everything is placed properly at its correct spot.
- You should slide and remove everything from under the bed and put it in the middle of the floor. Go through the things, and organise in a respective place.
- Take breaks in between as this will help you to cope.

3.1.4 Sanitize and Air the Living Space

Germs are a part of everyday life. Some of them are helpful, but others are harmful and cause disease. They can be found everywhere - in our air, soil, and water. They are on our skin and in our bodies. Germs are also on the surfaces and objects that we touch.

Sometimes those germs can spread to you and make you sick. For example, there could be germs on a tv remote. You could get infected with the germs if you touch the remote and then rub your eyes or nose or eat with your hands.

How can one avoid getting germs from surfaces and objects?

To avoid becoming infected by germs from surfaces and objects, it is important to wash your hands often. But you can't wash your hands every time you touch something. So it's also important to regularly clean and disinfect surfaces and objects.

What is the difference between cleaning, sanitizing, and disinfecting?

Some people think that disinfecting is same thing as cleaning or sanitizing. But they are actually different:

- Cleaning removes dirt, dust, crumbs, and germs from surfaces or objects. When you clean, you will likely use soap (or detergent) and water to physically clean off the surfaces and objects. This may not necessarily kill the germs. But since you removed some of them, there are fewer germs that could spread infection to you.
- Disinfecting uses chemicals (disinfectants) to kill germs on surfaces and objects. Some common disinfectants are bleach and alcohol solutions. You usually need to leave the disinfectant on the surfaces and objects for a certain period of time to kill the germs. Disinfecting does not necessarily clean dirty surfaces or remove germs.
- Sanitizing could be done by either cleaning, disinfecting, or both. Sanitizing means that you are lowering the number of germs to a safe level. What is considered a safe level depends on public health standards or requirements at a workplace, school, etc. For example, there are sanitizing procedures for restaurants and other facilities that prepare food. What you do to sanitize will vary, depending on your needs. You might be mopping a floor using a mop, a chemical, and water. You might use a dishwasher to sanitize the dishes. Or you could be using an antibacterial wipe on a tv remote.

If you both clean and disinfect a surface or object, you can further lower the risk of spreading infection. There are products that clean and disinfect at the same time.

Which surfaces and objects do one need to clean and disinfect?

To prevent the spread of infection, you should regularly clean and disinfect surfaces and objects that are touched often. For example, in your house, this would include countertops, doorknobs, faucet and toilet handles, light switches, remotes, mobility equipment and toys.

How can one safely clean and disinfect?

It's important to be safe when using cleaning and disinfecting products:

- Store them in the containers they came in. Always follow the instructions and pay attention to the warnings on the label.
- Do not mix cleaners and disinfectants unless the labels say that it is safe to do so. Combining certain products (such as chlorine bleach and ammonia cleaners) can cause serious injury or even death.
- Check the label to see whether you need to use gloves to protect your hands and/or eye protection when using the products.
- If you swallow, inhale, or get them on your skin, follow the directions on the label or get medical help
- Store them out of the reach of children.

3.1.5 Replacing the Bed Linen

A bedroom is one of the most important parts of an elder's life. It needs to be well managed and decorated which cannot happen without a properly placed and neatly made bed. There are various methods to make a bed, but we will talk about the most basic yet convenient method to change the linen.

Process of Bed Making

- The bed making starts with the proper placing of the bed. So always keep the bed in such a way that there would be space to move around in the bedroom. It is suggested to place the bed against a wall and not against the windows. The windows should be on either side of it so that air and sunlight may enter the room properly.



Fig.3.1.34: Process of Bed Making (a)



Fig.3.1.35: Process of Bed Making (b)

- Use good quality mattresses and pillows to avoid any health issues and change them if they get flattened. Regularly clean the mattresses and pillows with a vacuum cleaner to remove dirt, dust and mites.



Fig.3.1.36: Process of Bed Making (c)

- While making the bed, remove the used and dirty bedsheet and spread a clean bed sheet over the mattress.



Fig.3.1.37: Process of Bed Making (d)

- The bedsheet should be tucked under the mattress from the head side of the bed and then from all the sides tightly so that it may not get slipped while sitting or lying. Remove all the wrinkles by hand and make them smooth.

- Pull on the matching pillow and cushion cover respectively on the pillows and cushions. First place pillows next to the head of the bed horizontally, then put cushions before them to give a comfortable look.



Fig.3.1.38: Process of Bed Making (e)



Fig.3.1.39: Process of Bed Making (f)

- Place the blanket/quilts at the foot side of the bed. Spread the bedcover which can be removed when the bed is to be used. The bed cover helps in keeping the bedsheet clean and adds grace to the bedroom.

Tips

- Regularly change the dirty bedsheets and pillow covers. Put the mattress and pillow in the sun once a month as it helps in killing germs and mites.
- Avoid having food and beverages while sitting on the bed as it may fall on it and can spoil the mattress and bedsheet.
- Use naphthalene balls while storing the blankets, quilts and extra mattresses etc.
- Use sheets that are large enough that they won't come untucked and pull out while you are sleeping. This makes the bed more comfortable to sleep in and easier to make up again the next morning.
- Make sure your sheets are the right size for your bed. There isn't much difference between a full top sheet or a queen top sheet, but it's problematic for a fitted sheet.
- If you are using nearly-square, king-size sheets, and cannot determine which edges are sides versus top/bottom, take a few minutes one time to measure each edge, and make the shorter-length edges the top/bottom.
- Make a small, discreet mark on the newly-determined bottom edge with a permanent marker, since that is the edge that should be tucked in and will not be seen.

3.1.5.1 Linen Closet Organization

What Is a Linen Closet?

In essence, a linen closet is a place to store linens — but this doesn't necessarily mean only materials made out of linen. Sometimes called a towel closet, it's where people keep an assortment of household textiles, like bedding, towels and tablecloths.

What goes in a Linen Closet?

Before getting into how to organize a linen closet, let's cover the basics. What, exactly, are you supposed to put in there?

The linen closet isn't limited to bath towels and sheet storage. Depending on how much room you have, you can stash a range of other things inside.

What to keep in a linen closet:

- Duvet covers, sheets, pillowcases and other bedding
- Extra comforters and bed pillows
- Bath towels, hand towels and washcloths
- Beach towels
- Tablecloths, napkins, runners and other table linens

- Kitchen towels
- Blankets and quilts
- Hampers and laundry baskets
- Laundry detergent and dryer balls
- Iron and steamer
- Toilet paper, paper towels and tissue boxes
- Cleaning supplies
- Extra toiletries, such as hand soap, shampoo, toothpaste and cotton swabs
- Pet products
- Fitness items, like yoga mats, weights and workout towels

Linen closets are often located in a central area of a house, like a hallway or upstairs landing. However, they can be built into bathrooms, laundry rooms or even pantries. Some are notably shallow with bifold doors, others have traditional doors, and some are more like cabinets than closets.

In any case, a linen closet is a kind of a catchall for fabrics, bedding, bath essentials and cleaning supplies. As a result, it can end up being treated like an oversized junk drawer, which, of course, quickly leads to a mass of clutter.

Procedure to Linen Closet Organization

The joys of an organized linen closet really can't be overstated. You might be used to digging through mounds of fabric to find a washcloth or a mountain of towels falling on the head every time one opens the door. But you'll save yourself a lot of time and anguish by taking care of the mess once and for all.

- **STEP 1 - Take everything out of the Linen Closet:** The first step of any linen closet organization project is to take out all the foldable. Remove all materials and items from the shelves — yep, even things that are already stacked. Then wipe down the entire inside of the closet, vacuum the floor, and marvel at the blank canvas before you.
- **STEP 2 - Do Inventory:** Next, take inventory. Set all the bedding, blankets, towels, washcloths and other odds and ends on a clean surface, such as a bed or a vacuumed carpet. This will give you a clear visual of what you currently have and what you need to pack back in. For instance, if someone sleeps without a top sheet, you might have extras floating around the linen closet. They make excellent outdoor blankets.

Now is also a good time to take note of stained, threadbare or torn items that one can potentially toss out. Aside from family heirlooms and sentimental objects, the general rule of thumb is that if someone hasn't used something in the past year, they should probably get rid of it.

- **STEP 3 - Identify Gaps:** Once you've removed everything and figured out what was crowding the linen closet shelving, you can identify gaps in the stash. Generally speaking, one should have at least two complete sets of bedding and towels for each person living in the home and one set for guests. That way, one won't have to do an emergency load of laundry in the event a set gets soiled. If the existing linens don't match, this is a great time to upgrade. Don't underestimate the aesthetic power of matching towels and bedding.
- **STEP 4 - Sort and Categorize:** After taking out all the linens, getting rid of unused items, and figuring out what you need to buy, it's time to sort and categorize. There's no right or wrong way to go about this — the goal is to create a practical system that makes sense for the household.

Many people sort items by category, like bedding, bath, beach, laundry, holiday, tableware and baby. Another option is to divide the linens by room (master suite, kids' rooms, guest room, kitchen, bathroom, etc.). If one has a lot of bedding to store, they might try sorting it by size or season. These categories will ultimately become zones in the linen closet, so keep that in mind.

- **STEP 5 - Section Off Your Shelves:** One of the best ways to tackle a small linen closet organization project is to section off the shelves. This will help you make the most of the available space. Plus you'll have an easier time storing smaller items, like dish rags, washcloths and toiletries.

- **STEP 6 - Place Like With Like:** You've already sorted the linens into categories. When you put it all back in, you'll want to do your best to place everything in a way that makes sense.

Placing "like with like" is an organizational strategy in which you put things in logical groups or sequences. Just like how one put their baking supplies near the tin foil and dry goods in the pantry, you might place the washcloths and hand towels near the toilet paper and hand soap.

- **STEP 7 - Keep Priorities Easily Accessible:** Another crucial component of a successful organization is keeping frequently used items front and centre. Anything you swap out upon getting dirty, like kitchen towels, as well as items you rotate on laundry day, like bath towels and sheets, should be easily accessible. Or if you keep everyday cleaning supplies in the linen closet, make sure they're not only within eyesight but also easy to grab.

- **STEP 8 - Learn How to Stack:** Folding is one thing, but the key to conquering a linen closet is learning how to stack. Typically, you'll want to place more voluminous items like comforters and bath sheets on the bottom and lighter, smaller items like pillowcases and washcloths on top.

There are also lots of bed sheet organizers on the market, which can help with stacking. However, one of the best linen storage ideas is to tuck sheet sets into pillowcases. It'll save space, spare you from perfecting those impossible fitted sheets, and prevent you from misplacing rogue pillowcases.

- **STEP 9 - Embrace Bins and Baskets:** When it comes to linen closet storage, there are infinite uses for bins and baskets. For instance, a basket can act as a towel organizer or a place to store spare decorative pillows. You can put cleaning supplies, toiletries and laundry essentials in wire bins or plastic caddies instead of placing them loose on the shelf. The possibilities are endless.
- **STEP 10 - Labels:** To step up the organization game, consider getting a label maker. You can create labels for the shelves, drawers, bins, baskets, containers, categories, zones, sections. This will help the family find things later on. And when everything has its place, it's easier to maintain an organized closet.

3.1.6 Washing and Sanitising the Clothes

We all know that when we wear clothes they become dirty and need laundering. The dirt is due to stains, dust, grease and perspiration. When left on fabrics, these can lead to the following damages:

- Stains and dirt on clothes become a medium for the growth of bacteria, fungus or other harmful organisms which may lead to skin problems and poor personal hygiene.
- Dirty clothes lose their freshness and smell unpleasant.
- Left on clothes the dirt and stains reduce the strength of the fabric.
- No one feels good wearing stained and dirty clothes.

Clothes need not be washed every time they are worn. It depends on the weather in which these have been worn and how much sweat they have absorbed. When the weather is good and one does not sweat, one can safely reuse their clothes. But before putting them away for reuse keep the following steps in mind to maintain the clothes.

3.1.6.1 Shaking, Brushing and Airing

'**Shaking**' helps in removing loose dust from the fabric. Hold the dress with both hands and shake it vigorously.

As you have seen materials like velvets, corduroy, chenille, blankets and carpets, are thick and have a pile on their surface that holds dust easily. To remove it we need to gently brush the surface with a soft clothes- brush, in the direction of the pile (fuzzy surface).

Thus **brushing** is for removing loose dirt from fabrics that have a pile on their suits and coats are also brushed.

'**Airing**' helps in drying and removing bad odours from fabrics. It is done preferably outdoors in the sun or a well-ventilated room.



Fig.3.1.40: Shaking

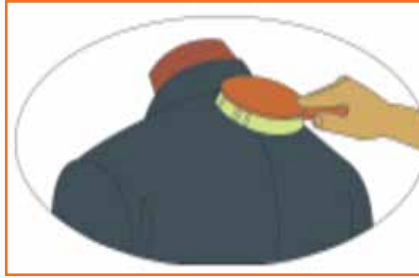


Fig.3.1.41: Brushing



Fig.3.1.42: Airing

3.1.6.2 Laundering

Laundering clothes does not mean only washing clothes. It consists of the following three steps:

- **STEP 1:** Washing or dry-cleaning garments to remove dirt, perspiration and smell, e.g. the school uniform is washed and the woolen coats and jackets etc. are dry cleaned.
- **STEP 2:** Finishing the garments with stiffening agents like starch and gum, brightening or bleaching agents, drying them then ironing or pressing, folding and hanging garments, e.g. cotton dupattas and sarees are starched.



Fig.3.1.43: Laundering process

- **STEP 3:** Storing the garments for a short or long time, e.g. when the winter season arrives people put away summer clothes and take out woolen shawls, sweaters, coats etc.

Remember, washing and dry cleaning are two different processes used for cleaning different types of clothes.

Washing	Dry-cleaning
Means removing dirt using soap/ detergent and water	Means removing dirt using grease absorbents and solvents
Colourfast fabrics can be easily washed	Leather and fur, selected silks and woolens, zari and other costly fabrics are dry cleaned.

Fig.3.1.44: Difference between washing and dry cleaning

3.1.6.3 Getting Ready to Launder Clothes at Home

Whenever you launder clothes at home remember that there are certain preparations required. What are these? Why are these preparations necessary? How and what we need to do, let us find out:

Collection of clothes and supplies

If one has a set place to keep the dirty clothes and supplies for washing, then this step is already taken care of. If not then collect all the dirty clothes and supplies needed for washing, in one place. It helps to conserve energy while washing.

Mending damaged garments

The old saying- 'a stitch in time saves nine' stands true in this case. If any garment has been damaged, it's handling during washing may make the yarns come out from its torn areas and make the tear larger. It may become very difficult or impossible to mend them neatly. That is why it is advisable to mend (repair) all tears before the garments are washed.



Fig.3.1.45: Mending damaged garments

Sorting

It refers to separating the clothes based on:

- The type of fabric
- Colour
- Size and weight
- Amount of dirt
- Utility of the article
- Soaking time
- Amount of detergent and bleach required as these are all different for different fabrics.



Fig.3.1.46: Sorting

If you ignore this sorting, white fabrics may acquire colour stains if the colour of any other garment bleeds. For maintaining good hygiene dusters, kitchen towels and dish clothes, undergarments, socks, need to be washed separately.

Read labels on the garments

Generally, all textiles and textile products carry labels that provide basic information about the product, for example, the contents of the product, its washing and ironing instructions, etc. These instructions are stamped at the beginning and end of the fabric roll or along its selvages. Reading these thoroughly will help one take better care of the fabrics. Following are some of the stitched and stamped labels on garments.

Classification of stains

Stains can be grouped based on their origin, e.g., tea and coffee and many oils, vanaspati and ghee come from a vegetable source. While removing these stains you can use more or less the same removing agents and method. Let us classify all stains based on their origin.

Category of stain	Stains
Vegetable stains	Tea, coffee, fruit
Grease stains	Butter, ghee, oil, curry, shoe polish, tar, oil paints
Animal stains	Blood, milk, egg
Mineral stains	Rust
Miscellaneous stains	Dye, ink, mildew, grass, perspiration

Fig.3.1.48: Classification of stains

Techniques of stain removal: There are two methods of stain removal:

- Sponging and
- Dipping.

Let us learn how stains are removed by using these methods.

Sponging:

- Place an absorbent paper or fabric under the stain so that the right side of the stain faces the absorbing surface. Sponging should always be done on the wrong side of the stain.
- Take a soft cloth, dip it in the stain-remover and gently rub the stain starting from its outer corner moving inwards, towards the centre.
- Use light, circular strokes as these prevent the stain from spreading.
- The absorbent paper or fabric (commonly known as blotter) must be changed as soon as it starts showing the stain



Fig.3.1.49: Sponging

Dipping

Dipping is the method in which the entire fabric can be immersed in the stain removing agent. It is suitable if there are many stains or a large stain on the fabric. We can choose the stain removing re-agent depending upon the type of stain.

Some of the common reagents used for stain removal are borax powder, ammonia, hydrogen peroxide, oxalic acid and ready to use bleaches.



Fig.3.1.50: Dipping

Precautions while removing stains

- As far as possible, remove the stain when it is still fresh.
- For delicate and/or coloured fabrics, first, try out the chemical on a small portion of the fabric on the inner side of the seam or some portion of the garment which is not visible when worn. In case the fabric or its colour gets damaged, do not use the chemical.
- Use dilute and mild reagents as these are less harmful, though it may take a little longer to remove the stain.
- Rinse the fabric several times after the removal of the stain, or the reagent may damage the fabric on drying.

3.1.6.5 Washing Clothes Manually

Before learning the methods of washing the clothes, it is necessary to know the importance of cleaning our garments. The clothes/ garments we use tend to acquire dirt and dust from our skin and the environment, which in result permits germs and bacteria to grow on it which is harmful to our health. To prevent this and to keep ourselves healthy and hygienic, we must wash our clothes regularly. Washing can make the clothes look nicer and increase their life as well and the clothes last longer.

Soaking

Before learning the methods of washing the clothes, it is necessary to know the importance of cleaning our garments. The clothes/ garments we use tend to acquire dirt and dust from our skin and the environment, which in result permits germs and bacteria to grow on it which is harmful to our health. To prevent this and to keep ourselves healthy and hygienic, we must wash our clothes regularly. Washing can make the clothes look nicer and increase their life as well and the clothes last longer.



Fig.3.1.51: Soaking

Washing

As said earlier, soaked clothes must be washed soon. The process of washing involves the removal of dirt that has been loosened from fabrics by soaking. There are many ways to do this and the choice depends on the fabric being washed. You will now learn about these methods and their suitability to various types of fabrics.



Fig.3.1.52: Washing

Methods of Washing Clothes

Commonly used methods of laundry are:

1. **Hand-wash:** It is the oldest and the most common method of laundry. It is performed by using water, detergent soap/ powder and a clothes cleaning brush. This method is very useful in washing the daily used clothes which are lighter in weight and less soiled and dirty.
2. **Machine wash:** Laundry clothes through a machine has become extremely popular in the last 2-3 decades as it is easy to operate and time-saving. The new-age washing machines are very helpful in washing all varieties of clothes irrespective of their fabric.

3. **Dry-cleaning:** Laundry clothes through a machine has become extremely popular in the last 2-3 decades as it is easy to operate and time-saving. The new-age washing machines are very helpful in washing all varieties of clothes irrespective of their fabric.

Steps to wash clothes by hand

- **STEP 1:** Take a large bucket (app. 25-litre capacity) and fill it $\frac{3}{4}$ with lukewarm water. You should use a big plastic tub if not having a big enough bucket.
- **STEP 2:** Add good quality mild detergent in sufficient quantity to it and shake well to dissolve completely. Always follow the instructions mentioned on the package of detergent regarding the quantity to be used.
- **STEP 3:** The detergent used for hand wash is different and milder than the detergent to be used in a washing machine as regular detergent is too concentrated and not suitable for your hands.
- **STEP 4:** The mild detergent is easily available in the grocery shop nearby you.



Fig.3.1.53: Wash clothes by hand-1



Fig.3.1.54: Wash clothes by hand-2



Fig.3.1.55: Wash clothes by hand-3



Fig.3.1.56: Wash clothes by hand-4



Fig.3.1.57: Wash clothes by hand-5

- **STEP 5:** You should dip the clothes in the wash solution for a minimum of 20minutes to soak. If the clothes are heavily soiled/ stained, let them be there for an hour.



Fig.3.1.58: Wash clothes by hand-6

- **STEP 6:** You should read the washing instructions given on the detergent package before using it.



Fig.3.1.59: Wash clothes by hand-7

- **STEP 7:** Dip the whites first in the wash solution while the dark coloured should be kept for the next round.



Fig.3.1.60: Wash clothes by hand-8

- **STEP 8:** To take off the dirt, rub the clothes gently. You can gently use the cloth cleaning brush on the cuffs and collars of the shirts or sleeves of a dress if it is heavily soiled.



Fig.3.1.61: Wash clothes by hand-9

- **STEP 9:** You should never use a brush on delicate clothes and fabrics like silk, georgette, chiffon, net and embroidery etc.



Fig.3.1.62: Wash clothes by hand-10

- **STEP 10:** You can run your clothes under the tap of running normal water to rinse your clothes.
- **STEP 11:** The clothes should be rinsed till the time the soap gets removed and the water running off is non-foamy and clean.
- **STEP 12:** Place the cloth on a side stand or a plastic chair to let the water drop on it. You can gently wring it also to do so but make sure wringing is advised in the care tag, as the shape of some clothes gets changed due to wringing.
- **STEP 13:** It is advised not to wring instead simply squeeze the cloth to take off extra water from it.
- **STEP 14:** Shake the clothes gently to remove the wrinkles and hang the clothes on the clothesline or cloth drying stand. The delicate clothes like hosiery etc. need not be hanged to dry, as it gets stretched. Instead, lay these delicate clothes flat to dry to minimise the wrinkles.



Fig.3.1.63: Wash clothes by hand-11



Fig.3.1.64: Wash clothes by hand-12



Fig.3.1.65: Wash clothes by hand-13



Fig.3.1.66: Wash clothes by hand-14

3.1.6.6 Washing Clothes by Machine

Wash clothes by Machine

There are two types of washing machines available in the market:

Semi-Automatic: This is the most common washing machine being used by Indian households. This is partially automatic and one has to do some manual operations using it. These are top-loading machines and has two compartments in them

- **Washer:** It is a tub where the clothes get washed
- **Dryer:** It is a section where washed clothes are being rinsed and dried

The user has to manually take out the washed clothes from the washer and place them into the Dryer to rinse/dry. The machine has the benefit that it's both compartments can be used simultaneously. So when one pile of clothes is being washed in the Washer, another pile of earlier washed clothes can be rinsed and dried.

Fully Automatic: As the name suggests; this type of machine does not need any manual interventions during operation. There is only one compartment in this machine which works both Washer as well as Dryer. These machines come in two variants:

- Top Loading
- Front Loading

The process of washing clothes in Semi-Automatic and Fully Automatic is very much different due to their functionality, but you should keep the following points in mind before using any of the washing machines:

- Make different piles of clothes after sorting them according to their fabric as different fabrics require different water pressure or level of tumbling. E.g. Denim Jeans requires a heavier wash while silky lingerie requires a delicate wash setting.
- You also need to divide clothes according to colours like separate white from the dark coloured clothes.
- The 'Care Tag' of cloth needs to be checked before washing in a machine.
- There are different detergents for Top Loading Fully Automatic Machine and Front Loading Fully Automatic Machine. So choose the detergent as per the washing machine.

Steps to Use Semi-Automatic Washing Machine

STEP 1: Plugin the washing machine into an electric socket. Connect the water inlet pipe of the washing machine to the water tap and turn it on to fill the 'Washer'.



Fig.3.1.67: Using Semi-Auto Machine-1

STEP 2: Please make sure the knob of the Rinse/ Dryer should not be on 'Drain', otherwise, the entire water will drain out of the machine. You should fill the water in the 'Washer' as per the number/ weight of clothes to be washed. e.g. if the number/ weight of clothes is lesser, the water should be filled till the Lower Level.



Fig.3.1.68: Using Semi-Auto Machine-2

STEP 3: Once water is filled as per requirement, do not forget to turn off the water tap. Add detergent powder/ liquid to it according to the instructions mentioned on the package of the detergent powder/ liquid. Let the detergent powder/ liquid get dissolved in the water few minutes.



Fig.3.1.69: Using Semi-Auto Machine-3

STEP 4: Add the clothes in this wash solution and leave to soak for a few minutes. If the clothes are highly dirty, soak them for 15-20 minutes. Set the Wash Cycle like Delicate, Normal or Strong as per the need.



Fig.3.1.70: Using Semi-Auto Machine-4

STEP 5: Start the washing machine by turning the knob of the timer and setting it according to your need. Once the load is washed for a fixed period, the 'Buzzer' will alarm you. Now shift the load to the 'Dryer' section properly and cover it with the help of the lid provided.



Fig.3.1.71: Using Semi-Auto Machine-5

STEP 6: Set the timer of the Dryer and turn the water inflow towards this section. Do not forget to turn on the water tap. Once the clothes are rinsed thoroughly, the water coming out from the outlet pipe of the washing machine will become nonsoapy and non-foamy.



Fig.3.1.72: Using Semi-Auto Machine-6

STEP 7: Turn off the water tap to stop the water inflow and again set the timer of the Dryer to dry the clothes. Remember, not to set the timer on very high, as it will result in more wrinkles on your clothes and you need to do extra hard work while ironing them. Let the spinner stop, then take out the clothes and dry them in the sun.



Fig.3.1.73: Using Semi-Auto Machine-7

STEP 8: While the first load is getting rinsed/ dried, you can wash another load which can be rinsed/ dried after wards. Drain the wash solution from the machine once you have washed the clothes. Rinse the entire Washer & Dryer thoroughly and let them dry. Wipe off the extra water using a cotton duster and turn the knob from Drain to Rinse. Place the lids of the machine and plug it out from the electric socket.



Fig.3.1.74: Using Semi-Auto Machine-8

Tips

- Set the timer of the washer or dryer as per the clothes' fabrics and weight.
- Do not open the lid of the Dryer while clothes are spinning.
- Do not leave the wash solution in the washer for a longer time as it could damage your machine.
- Keep the machine cord away from water.
- Always wear rubber slippers to avoid any electric shock.
- Read the instructions given in the washing machine user manual carefully before using it.

Steps to use Fully Automatic Washing Machine

Though Top Loading and Front Loading are variants of Fully Automatic Washing Machine, the process to wash clothes in them is almost similar:

- **STEP 1:** Plug in the machine into an electric socket.
- **STEP 2:** Connect the inlets of hot and cold to water pipes and turn the tap on.
- **STEP 3:** The water outlet pipe should be at the appropriate place.
- **STEP 4:** Fill the detergent powder/ liquid into the detergent section.
- **STEP 5:** Drop the clothes into the machine and close the lid.
- **STEP 6:** Set the water level, timer, wash cycle and temperature and let the water fill in.
- **STEP 7:** Turn on the machine and let it perform its task effectively.
- **STEP 8:** Once the clothes are washed, a buzzer will alarm you about it. You need to take the clothes out and dry them in the air.
- **STEP 9:** You can repeat the process for the other clothes to be washed.
- **STEP 10:** There are different temperature settings available in washing machines as some fabrics and colours are to be washed at different levels of heat.
- **STEP 11:** You should use hot water to wash the light colours, particularly the light colours that are very dirty.
- **STEP 12:** The heat will remove the stains right out of those white items.
- **STEP 13:** Always wash the dark coloured clothes in cold water so that your clothes may not fade so early.
- **STEP 14:** Wash cotton items in cold water as they are less likely to shrink in cold water.
- **STEP 15:** Most laundry machines have a knob to select the correct size load for the number of clothes you have got (generally small, medium or large).
- **STEP 16:** If the one-third of the machine is filled with clothes, you should select small, while if it is filled up to Two-thirds of the



Fig.3.1.75: Using fully-Auto Machine-1



Fig.3.1.76: Using fully-Auto Machine-2



Fig.3.1.77: Using fully-Auto Machine-3



Fig.3.1.78: Using fully-Auto Machine-4

machine, it means you should select medium, and if the clothes fill up the whole machine, you should select largely

- **STEP 17:** You must never squish clothes down to fit more in.
- **STEP 18:** You should simply run another load with the additional clothes to stop the chance of jamming the machine or damaging it. Likewise, temperature, washing machines have different kinds of cycles too, as different types of clothes need a special level of laundry.
 - » **Regular/Normal cycle:** Choose this while washing white clothes as it'll leave your whites crisp and fresh.
 - » **Permanent press:** Use this for your coloured clothes. This cycle washes clothes with hot water and ends with cooler water, which keeps your colours looking bright.
 - » **Delicate:** This cycle is perfect to wash delicate clothes like Dupatta, Saree, dress shirt etc. Always check the care tag to know whether the delicate item is to be dry-cleaned or hand washed before putting into the washing machine
- **STEP 19:** Use the detergent according to the number of clothes to be washed.
- **STEP 20:** It is always better to read the instructions to use a particular detergent as some detergents need to be used in lesser quantity than others as they are more concentrated.
- **STEP 21:** Similar to the washing machine, the dryer also has settings to choose from while drying the clothes.
- **STEP 22:** Dryer Cycles.
 - » **Regular/heavy:** It is best suited for white clothes. White garments are typically pre-shrunk and may handle the additional intense and better heat drying system (unlike colours that fade below high heat).
 - » **Permanent Press:** This option is perfect for regular coloured clothes. The medium heat and pressure don't fade the colours of your clothes.
 - » **Delicate:** Any clothes that you washed on a delicate setting should only be dried on a delicate setting. This setting uses air which is almost at room temperature and a slow cycle so that no damage comes to your delicate.



Fig.3.1.79: Using fully-Auto Machine-3



Fig.3.1.80: Using fully-Auto Machine-4



Fig.3.1.81: Using fully-Auto Machine-5



Fig.3.1.82: Using fully-Auto Machine-6

3.1.7.4 Sanitising the Clothes

Cleaning and disinfecting are different processes. Cleaning involves removing dirt and germs from surfaces. While cleaning may lower the risk of spreading infectious agents, such as viruses and bacteria, it does not kill them.

Disinfection requires the use of chemicals that kill germs. Disinfecting hard surfaces and textiles after cleaning them can further reduce the risk of spreading infections.

How to disinfect clothes at home?

- Launder items with laundry soap or household detergent. Consider using a detergent that contains bleach. However, be sure to read the product description and guidelines to avoid potentially ruining certain clothing items. Consider soaking clothes in a solution containing quaternary ammonium before washing them.
- Choose the warmest available water setting. The recommended water temperatures between 60–90°C (140–194°F). However, high temperatures can damage or shrink delicate clothing items, so remember to read the care labels.
- Dry clothing completely.
- Disinfect laundry baskets with 0.1% sodium hypochlorite or one of these household disinfectants, which the Environmental Protection Agency (EPA) has approved.
- Wear gloves when doing laundry. Wash the hands with warm water and soap immediately after removing the gloves. If gloves are not available, wash the hands immediately after handling dirty clothing and avoid touching the face.

3.1.8 Organising the Wardrobe

Properly organised clothes in a cupboard, tells how much the person is organized in life. It not only makes the house neat and clean but also shows the saves time in finding the required garments. Let's learn how to organise the clothes:

- The first step to organising the clothing is sorting the clothes. This can be done by taking everything out of the closet, wardrobe, or dresser and piling it on the floor or bed.
- If you keep the clothes in multiple places, consider tackling each place one at a time to sort and organize.
- Once organizing is finished at one place, repeat the whole process at another place.
- You can also use baskets or boxes to hold your clothes as you sort through them instead of just piling them on the floor or bed.
- Sort out the clothes that need to be laundered from the clean clothes that can be hung up or folded and put away.
- Once you have finished sorting the clean clothes from the dirty clothes, take the dirty clothes and put them into a laundry basket. This helps prevent things from piling up and taking up space.
- To save time, put the dirty clothes into the washing machine to wash while you continue sorting and organizing.
- Hang the clothes which may get wrinkles while keeping fold. Use hangers of plastic/ wood or stainless steel.
- It is advised to hang clothes according to their height. E.g. Clothes which are lengthier like dresses, the taller length clothes should be hung at one end of the hanging rod/ cupboard, then the smaller length clothes like T-Shirt, Blouse etc. should be hung before them.

3.1.9 Process of Cleaning Utensils/Tools/Appliances

Food might become contaminated and unsafe to eat if surfaces, utensils and equipment are not cleaned and sanitised properly. Unclean utensils and equipment will harbour bacteria, which could be transferred to food and could lead to food poisoning.

Cleaning and disinfection are vital for many reasons, those are as follows:

1. Food contamination
2. Pest problems
3. Loss of reputation
4. Breaches in legislation leading to the closure of
5. The organisation and/or prosecution
6. The possibility of action being taken by the Care Quality Commission



Fig.3.1.83: Equipment Cleanliness

3.1.9.1 Cleaning Toaster and Toaster-Oven

Follow the below procedure to clean a toaster and toaster-oven:

1. You ought to unplug the toaster and clean the crumb tray.
2. Make a soap solution by mixing warm water and dish-wash gel in a plastic tub.
3. You need to take out the racks of toaster-oven to clean and dip them in the tub full of warm soapy water.
4. Remove the brunt and sticky food with a sponge or a brush. You would need to rub it hard to remove it from the rack.
5. Dip a cloth into the solution of warm water and dishwashing liquid and let it wet properly.
6. Use this wet cloth to wipe the inside of the toaster oven evenly.
7. A toothbrush or a wet pastry brush must be used to clean the burned-on food from the slots of the toaster.
8. Do not forget to clean the knobs. To clean, take them out and soak in a warm soapy solution.
9. You should use a dry towel to make the knobs and inside portion dry. If the knobs need to be changed, please do that.
10. Clean the exterior portion and all the corners using a wet soapy cloth.
11. Wipe the entire toaster oven once more with a dry cloth. You ought to likewise clean the top, base and side edges of the door.



Fig.3.1.84: Cleaning Toaster and Toaster-Oven

3.1.9.2 Cleaning Blender, Mixer and Food Processor

Follow the below procedure to clean Blender, Mixer and Food Processor:

1. To clean the food processor, you should remove the blades (if removable), lids of jars and any other removable parts.
2. Soak these removable blades and other items in a plastic tub filled with a solution of dishwashing gel and warm water.
3. The blending jars and other items can be hand washed with dishwashing gel and warm water. But it is recommended that you use a long nylon-bristled brush to avoid any accident.

4. Rinse the jars thoroughly under the tap/faucet and place them in the utensils rack to dry.
5. The jars etc. can be washed in the dishwasher as well. You need to keep them on the upper rack of the dishwasher.
6. The blades and lids should be scrubbed with a nylon brush so that all the sticky food may be removed.
7. You should not forget to dry the blades. Otherwise, it may catch rust.
8. Place the blades once again on the jars and screw them up.



Fig.3.1.85: Cleaning Blender, Mixer and Food Processor

3.1.9.3 Coffeemaker

Follow the below procedure to clean Coffeemaker:

1. To clean your coffeemaker, you should pour white vinegar into the coffee pot and fill it till the half-full mark.
2. Now add water into the vinegar and fill the coffee pot up.
3. Pour this mixture into the water reservoir and switch on the coffeemaker.
4. You should turn off the coffee maker once the mixture has run completely through. Leave it cool for about 10 minutes.
5. After this, you should run the coffeemaker two more times with fresh, clean water, and ensure that the machine is kept cool for 10 minutes between brews.
6. Your coffeemaker is now clean and deposit-free as desired.



Fig.3.1.86: Cleaning Coffeemaker

3.1.9.4 Clean the Refrigerator

The process to clean the single and double door refrigerator

1. Out all the food items from the refrigerator. You can use a nearby table or kitchen countertop to place these items.
2. Properly dispose of the food that is old or not edible and also throws away the expired items so that somebody might not use it unknowingly.
3. Do not hesitate in throwing the items which you will never use.
4. As soon as your cleaning is completed, clear the dust bin as well otherwise the house will smell the food you have discarded.
5. Take out all the removable shelves, drawers e.g. fruit and vegetable baskets, from the refrigerator. It will give you enough space to clean without any hassles.



Fig.3.1.87: Clean the Refrigerator

6. Take all the shelves to the kitchen sink and wash them before start cleaning the refrigerator.
7. As most of the items in the refrigerator may not fit in a dishwasher, you need to wash them by hand.
8. You can use warm water and dishwashing gel with scrub/ brush to clean the shelves and drawers made up of metal or plastic.
9. You should let the glass and ceramic pieces come to room temperature before washing them with warm water otherwise these items may crack.
10. A homemade cleaner can also be used on the shelves and drawers by mixing a small amount of ammonia with hot water to clean the stains.
11. To make this mixture, let the ammonia dissolved in hot water (1:5 ratios should be plenty) in a plastic tub or sink and soak the item(s) before scrubbing.
12. You can get a refrigerator cleaning spray from the market but make sure not to buy the chemical-based spray. These sprays come in various fragrances.
 - » 2 tablespoons of baking soda and 1-quart hot water
 - » 1-part apple cider vinegar to 3 parts hot water
13. You should clean the inner walls of the refrigerator thoroughly with any of the cleansers and a damp towel.
14. To remove the tough stains, you can use white toothpaste. It will not only remove the stain but also make the refrigerator smell good.
15. You should also clean the shelving space in the door of the refrigerator with the above-mentioned cleanser.
16. Clean beneath the gasket as it easily hosts insects. Apply the cleanser with a damp towel to clean it upside down.
17. Dry the gasket using a dry cloth and then apply some body lotion or mineral oil to keep the rubber soft.
18. Clean the downward portion of the door like most of the time it gets neglected.
19. You need to dry the inner area of the refrigerator using a dry cloth or sponge.
20. You should let the shelving, grill, etc. dry out completely before placing them back into the refrigerator.
21. Wash all the water bottles and other jars and place them back in the refrigerator once dry.
22. To clean the freezer, defrost it as soon as you start cleaning the food storing section so that until the time you clean the lower section, the ice in the freezer may start melting.
23. You need to throw the useless items from the freezer.
24. Take out the ice tray and wash it thoroughly while cleaning the inside of the freezer in an above-mentioned manner.
25. Make it dry and then place the ice trays and other items back into the freezer.
26. Wipe out the outer body and top of the refrigerator with a sponge and cleanser. Also, use a synthetic duster to dust the dirt from the back of the refrigerator.
27. If the refrigerator has a drip pan, do not forget to throw away the water from it and wash it using dishwashing gel.
28. Set the temperature of the refrigerator as per the season and food items kept in it.

3.1.9.5 Deep Clean a Dishwasher

Follow the below procedure to deep clean dishwasher:

1. Empty the dishwasher.
2. Remove the filter and soak it in a warm, soap solution
3. Scrub with a toothbrush to remove any residue then replace it in the dishwasher
4. To remove limescale, keep the cup full of white vinegar in the dishwasher and run a full clean cycle
5. Coat the bottom of the dishwasher evenly with bicarbonate of soda
6. Leave the bicarbonate of soda overnight and then run a full clean cycle in the morning.



Fig.3.1.88: Deep Clean a Dishwasher

3.1.9.6 Clean an Oven

Follow the below procedure to clean an oven:

1. In a bowl, mix bicarbonate of soda with water to make a paste.
2. Coat the inside of your oven with the paste and leave overnight.
3. Once the mixture has dried, spray a mixture of bicarbonate of soda with white vinegar.
4. Leave for a further four hours.
5. Scrub thoroughly with a scrubbing brush or textured sponge and rinse.




Fig.3.1.89: Clean an Oven

3.1.10 Kitchen Appliances Function & Cleaning

Appliance	Operation	Cleaning
Mixer – Grinder	<ul style="list-style-type: none"> • Make sure that the appliance is plugged in and the jar is locked properly on the machine. Make sure the jar is clean and the appliance is in working condition. • Put the ingredients inside the jar and close the lid properly. • Hold the jar with the right hand and cover/ lid with the left hand. (Or reverse for a left-handed person). As you switch on the appliance. • Hold the cover tightly while the grinding/ blending is going on. • Switch off the appliance. • Remove the jar from the machine. • Open the lid and pour the ingredient out in a utensil with the help of a spatula. 	<ul style="list-style-type: none"> • Wipe the unit with a damp cloth using a non-abrasive cleaning agent. • Clean the Jars. For cleaning the jars the following should be done <ul style="list-style-type: none"> » Fill the jar with vinegar water. » Fix the jar on the basic unit. » Swirl for 2 minutes. » Throw the vinegar water and rinse with clean water. » Put 2 drops of liquid detergent in the jar along with clean water. » Once again, assemble the jar on the main unit. » Swirl for 2 minutes.

		<ul style="list-style-type: none"> » Discard the water and rinse it under running water. » Make sure to dry the jar properly using a clean towel. • Clean the other attachments like a spatula, blades, etc. with soapy water. Clean them properly under running water and dry them properly.
Juicer	<ul style="list-style-type: none"> • Plug the appliance into the power port and switch it on. • Select the fruits or vegetables of your choice. • Peel the ingredients and dice them into small pieces. • Put those pieces into the appliance. • Start the appliance and start pressing the fruits or vegetables with the juice pressing bar. • The juice will get collected in another juice collecting jar. • After the extraction of the juice, switch off the appliance. 	<ul style="list-style-type: none"> • Unplug the juice carefully from the main PowerPoint. • Remove the blades from the juicer. You can find the exact process from the appliance manual. • With the help of the spatula, clean the fruit pulp from the jar. • Place the parts of the juicer under running water and clean it. • You can use a sponge, cleaning scrub or an old toothbrush to clean the debris. If the fruit pulp is still stuck at the base of the jar, use a little amount of salt or powdered, dry rice. • For thorough cleaning, pour some liquid soap into the water and dunk the parts in it. This will make the cleaning process simpler. • Rinse again under running water. • Use a soft cloth to wipe off excess water.
Toaster	<ul style="list-style-type: none"> • Plugin the appliance into the power port and switch it on. • If the toaster has two slots, put two pieces of bread in those slots. In the case of four slots, put four slices of bread. • Now, adjust the toasting levels. That can be done by adjusting the adjustment knob present at the side of the toaster. • Set the knob as per your preference. In general case 1 gives light coloured toast whereas 5 gives a dark coloured toast. The common preference for most people is medium brown, which can be achieved by setting numbers 2 or 3. 	<ul style="list-style-type: none"> • Unplug the appliance. • Use a soft, dry toothbrush to clean the interior of the toaster. This will remove the crumbs. To do so, insert the brush gently into the bread slots (from top to bottom). • Clean the crumb tray (situated at the bottom) by opening it and removing it completely. • Make a cleaning concentration using mild dish soap and warm water.

	<ul style="list-style-type: none"> • Once the toast is ready, the bread will pop up itself. • Use a tong to take the bread; otherwise, it may burn your hand. 	<ul style="list-style-type: none"> • Using a soft rag and the cleaning concentrate, clean the stains from the crumb tray. Dry the crumb tray completely. • In case the toaster is made up of stainless steel, try using vinegar in place of water. • Hold the toaster carefully and invert it (slot side down). Now, shake the toaster gently to remove extra crumbs.
Refrigerator	<ul style="list-style-type: none"> • Plugin the appliance. Do not switch on just now. • Check the temperature setting (1.7 -3.3 degrees Celsius is recommended). • Arrange the items in the fridge. • Use proper containers with lids for storage. • Now switch on the fridge. Keep the door as much as possible. 	<p>Cleaning the Refrigerator</p> <ul style="list-style-type: none"> • Take all your food out of the fridge. • Throw out stale & inedible food. • Take out any shelving, drawers, or other removable from the refrigerator. • Wash the shelving, drawers, and other surfaces by hand/ soap. • Wipe the inside of the refrigerator with your preferred cleaning solution. • Clean the inside of the fridge doors. • Dry off shelving before putting it back in its home in the refrigerator. • Clean the gasket using a dissolved solution of ½ water and ½ vinegar or bleach. • Replace the food in the refrigerator. <p>Cleaning the Exterior</p> <ul style="list-style-type: none"> • Wipe down all exterior surfaces of the refrigerator, including the front, back, sides, and top <p><i>Note: AMC for the refrigerator should be followed up diligently to ensure technical maintenance and efficiency and sustained operation of the fridge.</i></p>

Dishwasher	<ul style="list-style-type: none"> • Open the Dishwasher. • Ensure there are no utensils in the dishwasher. • Open the bottom rack. • Rinse the dirty plates. Remove the scrap from the dishes before placing them in the dishwasher. • Place the dirty plates between racks. Place pots, pans, and bakeware around the other dishes, but do not block the water sprayer. • Get soap and put it in soap space, close soap space and dishwasher. • Select button as needed (rinse/ light/ normal/ heavy wash). • Select drying type.  <p>Tip: Do not check between the cycles, it will interrupt the cleaning.</p>	<ul style="list-style-type: none"> • Remove the filter and soak it in warm, soapy water • Give it a quick scrub with a toothbrush to remove any residue then replace it in the dishwasher • To remove the limescale, put a cup full of white vinegar in the dishwasher and run a full clean cycle • Coat the bottom of the dishwasher evenly with bicarbonate soda • Leave the bicarbonate soda overnight and then run a full clean cycle in the morning.
Hand Blender	<ul style="list-style-type: none"> • Line up the motor body with the blender attachment. • Plug it in. • Insert the blender into the mixture to be blended. • Press the 'ON' button on the blender for blending the mixture. • Unplug as soon as the work is done. <p>Tips: Do not run the blender for an extensive period as it may damage the appliance. Blend in 30-50 seconds of intervals.</p>	<ul style="list-style-type: none"> • Pull the plug out first. • Use running warm water for washing. • Rinse and clean the blender leg under the tap. • Hang it up on its stand.

Food Processor	<ul style="list-style-type: none"> Assemble the food processor. First, secure the bowl to the electric base. Slide the blade into place, and tighten the same. Don't switch on until assembling is complete. Add the recipe ingredients. Add the required ingredients for processing one by one. Cut larger ingredients into small pieces before processing. Process your food. Properly secure the container before pressing the 'run' or 'pulse' button. There are speed indicators ranging from 1 to 4. Add any additional ingredients. Before adding any further ingredient, stop the appliance and then add. Once again secure the container before running the appliance. Pour out the ingredients with the help of the spatula. 	<ul style="list-style-type: none"> Let the appliance cool after use. Move the plastic parts and blades into the sink and wash them with soap and water. Use a damp cloth to wipe down the electric part, removing any smears of food or liquid. Let the parts dry before reassembling the food processor. Never submerge the electric section in water, especially when it's plugged in. It will ruin the food processor. It is also not safe to use in such a way. Handle the sharp parts of the processing blades very carefully while cleaning them.
Microwave Oven	<p>Setting up the Microwave:</p> <ul style="list-style-type: none"> Place the microwave on a flat, dry surface. Check that the roller ring and glass tray are secure in the microwave. Plug the microwave into a power socket. Close the door securely. 	<ul style="list-style-type: none"> Prepare a solution using water and vinegar or lemon juice. Add 1 tbsp of baking soda in case the oven smells. Keep a wooden spoon in the bowl to avoid overheating the solution.
	<p>Warming up Food in the Microwave:</p> <ul style="list-style-type: none"> Food should be arranged in a ring on a ceramic plate or in a glass bowl for evenly heating the food. Food in the centre takes longer to heat. Cover the food with a microwaveable plastic cover. Set the timer as required. Close the door securely. Press the start button to start the microwave. Warm the food a little at a time. Start by heating the food for one minute. Then, take it out of the microwave for checking. Reheat if needed. 	<ul style="list-style-type: none"> high' in the microwave. Wait for 5 minutes before opening the microwave so that the steam can loosen muck. Remove the bowl and the turntable before washing the microwave with soapy water. Scrub the bottom, sides, top and door of the microwave with a cloth or sponge dipped in soapy water. For stubborn stains, use a sponge soaked in vinegar water and put some baking soda on it. Now scrub the microwave with it. Now wipe the inside with a dry cloth.

	<p>Tips: Heat dense items first, such as meats, as they take longer to warm up. Then, add less dense items like cooked pasta or vegetables to the plate and warm them up.</p>	<ul style="list-style-type: none"> • Now heat the solution for 5 minutes on 'Clean the turntable and slide it back after wiping it with a dry cloth inside the microwave. • For cleaning the outside, use a cloth or sponge dipped in soapy water and wriggle it. • Rub the top, sides and display panel of the microwave with the sponge or cloth. • Wipe using a damp cloth to remove the soap. • Spray a disinfectant if the microwave is too dirty. • Now wipe using a dry cloth to remove moisture.
	<p>Grilling Microwave Oven</p> <ul style="list-style-type: none"> • Prepare the food to be grilled. • Read instructions with the equipment. • Preheat the oven as per instructions say 10 min reported temp 288OC. Broiler this is an upside-down grill with heat coming from the top • Remove the grill using oven gloves. • Place the food on/ in the pan and cover it using the lid/ paper towel. Keep the door slightly open, to keep the hot air flowing. • Cook the food on 'high' for approximately 1/4th of the standard cooking time. • Take the food out and allow the grill to cool before cleaning it. <p>Convection Microwave Oven</p> <ul style="list-style-type: none"> • Press the convection button or turn the dial to convection. For roasting turn the dial to 'convection roast' and for baking turn it to 'convection bake'. • Preheat to 25°F (14°C) below the conventional oven temperature. • Close the door and press the "Start" button. The temperature should begin to rise. 	<ul style="list-style-type: none"> • For Cleaning Grills: • Let the grills become cold before cleaning them. • Run boiling water over the grills to clean the excessive soot/ dirt. • Allow it to become cold. • To remove the extra grime by scrubbing them off using a sponge/ brush using soapy water. • Let the grills dry before inserting them into the oven again. <p>For Cleaning Baking Tray:</p> <ul style="list-style-type: none"> • Use paper towels and a grease removal solution to remove extra grease off the baking tray. • Place the tray in a container or the sink filled with soapy water. • Remove burnt crust by dipping it into very hot water with a cup of baking soda in it. • After an hour drain the water and wipe off the tray with a damp cloth. • Now wipe it again with a dry cloth and insert the tray in the oven.

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| | <ul style="list-style-type: none"> • Wait for the oven to beep or for the indicator light to come on to reach the desired temperature for the recipe to be prepared. The oven should now be preheated. • Now place the food for cooking. | |
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Fig.3.1.90: Kitchen Appliances Function & Cleaning

3.1.11 Ways to make House Safe, Secure and Hygienic for the Elderly Persons

With a growing number of older adults living independently, it's increasingly important to make sure that they're safe at home. Falls, burns, and poisonings are among the most common accidents involving older people. Older adults who live alone or with family may also become the victims of criminals who target older people. Here's what you need to do to make sure the safety and hygiene of an elderly person:

Keep emergency numbers handy

Always keep a list of emergency numbers by each phone. Write this information in large enough print so that elder can read it easily if they are in a hurry or frightened. Be sure to list numbers for:

- Ambulance
- Police
- Poison Control
- Family member or friend to call in case of emergency
- Healthcare provider's office

Prevent falls

- If the elder has difficulty with walking or balance, or have fallen in the past year, talk to their healthcare provider about having a special falls risk assessment.
- Ask the provider if elder would benefit from an exercise program to prevent falls.
- If elder has fallen before, or are scared of falling, think about buying a special alarm that they can wear as a bracelet or necklace. Then, if they fall and can't get to the phone, they can push a button on the alarm that will call emergency services for them.
- Elder should not rush to answer the phone. Many people fall trying to answer the phone. Either carry a cordless or cell phone or let an answering machine pick up.
- When walking on smooth floors, wear non-slip footwear, such as slippers with rubber/no-slip bottoms or flat, thin-soled shoes that fit well.
- If elder has a cane or a walker, use it at all times instead of holding onto walls and furniture.

Safety-proof your home

- Make sure all hallways, stairs, and paths are well lit and clear of objects such as books or shoes.
- Elder should use rails and banisters when going up and down the stairs. Never place scatter rugs at the bottom or top of stairs.
- Tape all area rugs to the floor so they do not move when elder walk on them.

Protect against fire and related dangers

- If there is a fire in the home, don't try to put it out. Leave and call ambulance and fire department. Elder should know at least two ways to get out of the house.
- If elder is cooking, don't wear loose clothes or clothes with long sleeves
- Replace appliances that have fraying or damaged electrical cords.
- Don't put too many electric cords into one socket or extension cord.
- Install a smoke detector and replace the battery twice a year.
- Never smoke in bed or leave candles burning, even for a short time, in an empty room.
- Make sure heaters are at least 3 feet away from anything that can burn, such as curtains, bedding, or furniture. Turn off space heaters when you leave the room.

Avoid bathroom hazards

- Set the thermostat on the water heater no higher than 120° F to prevent scalding.
- Have grab bars installed in the shower and near the toilet to make getting around easier and safer.
- Put rubber mats in the bathtub to prevent slipping.
- If elder is having a hard time getting in and out of the tub, or on and off the toilet, ask the provider to help you get a special tub chair or bench or raised toilet seat.

Prevent poisoning

Carbon Monoxide: Never try to heat the home with the stove, oven, or grill since these can give off carbon monoxide--a deadly gas that you cannot see or smell. Make sure there is a carbon monoxide detector near all bedrooms, and be sure to test and replace the battery two times a year.

Medications: Keep all medications in their original containers so you don't mix up medicines. Ask the pharmacist to put large-print labels on your medications to make them easier to read. Give elder the medications in a well-lit room, so you can see the labels. Bring all of the pill bottles with you to the healthcare provider's appointments so he or she can look at them and make sure you are giving them correctly.

Cleaning products: Never mix bleach, ammonia, or other cleaning liquids together when you are cleaning. When mixed, cleaning liquids can create deadly gases.

Protect against abuse

- Keep the windows and doors locked at all times.
- Never let a stranger into the home when elder is there alone.
- Talk over offers made by telephone salespeople with a friend or family member.
- Do not share elder's personal information, such as social security number, credit card, bank information, or account passwords, with people you do not know who contact you.
- Always ask for written information about any offers, prizes, or charities and wait to respond until you have reviewed the information thoroughly.
- Do not let elder be pressured into making purchases, signing contracts, or making donations. It is never rude to wait and discuss the plans with a family member or friend.

Exercise 

1. _____ means maintaining a house on a daily or long term basis or looking after its cleanliness, tidiness, upkeep and smooth running.
2. Wiping a surface with a damp cloth is called _____.
3. Which of the following does not come under responsibility of a caregiver?
 - a) Cleaning and disinfecting
 - b) Bathing elderly
 - c) Administering elderly medicines
 - d) Organizing the wardrobe
4. Which of the following is the reason of cleaning and disinfection?
 - a) Food contamination
 - b) Pest problems
 - c) Health and hygiene
 - d) All of the above
5. What is the difference between cleaning, sanitizing, and disinfecting?

6. Explain steps to use a fully automatic washing machine.

UNIT 3.2: Safe, Secure and Hygienic Environment for the Elderly Person

Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss the methods to secure the surrounding for the elderly.
2. Describe the assistive technology, that can add value and safety to the elders in day to day living
3. Identify the hazards, which may cause injuries to the elders, and discuss the methods of avoiding the risk of falling, slipping and tripping.
4. Explain the basic provisions of the Maintenance and Welfare of Parents, Senior Citizens Act, 2007 and National Policy for Senior Citizens, 2011.
5. List helpline numbers and emergency contact details.

3.2.1 Secure the Surrounding for the Elderly

There are many things you can do to help the elder feel safe and comfortable at home. They're things that might not have mattered in the past, when he or she was younger. But if the person you care for is now unsteady on their feet, it's important to address any risks. Then you'll have peace of mind, knowing they can move about safely and that you're providing the best possible care.

Something needs to be done about home safety if he or she has any of the following issues:

- Difficulties moving around without assistance
- Problems with balance and coordination
- Eyesight problems
- Dementia, confusion or other mental limitations.

It's important to check the elder's living environment and spot anything that could pose dangers to them. Then you'll be able to make the changes you need to prevent accidents. You can read more general information on home safety here, or pick up some practical suggestions to help you boost safety below.

Improve the lighting:

- Make sure all areas in the home are properly lit.
- Install additional lights on stairs, in corridors, and where a passageway turns.
- Put a lamp next to the elders bed.
- Install a nightlight to make getting to the bathroom easier in the dark.

Check floors and furniture:

- • Move items to make it easier to reach them.
- • Arrange furniture so that there's plenty of space to walk comfortably.
- • Examine the floors in each room, and see how slippery they are. Make sure rugs and carpets are flat, without corners or edges that can be tripped over. If necessary:
 - » Install anti-slip tape on rugs, and get rid of uneven and ragged carpets;

- » Add anti-slip mats anywhere the floor is often wet (e.g. bathroom and kitchen);
- » Improve traction on stairs.
- Make sure all furniture is stable, and that any unstable pieces are fixed or replaced.
- Install protectors on sharp corners of glass tables or countertops.

Make the kitchen safer:

- Never underestimate the risk of fire at home – install smoke and fire detectors (and check batteries inside regularly).
- Consider installing cookers and ovens that automatically turn themselves off.
- When replacing other appliances, choose those with an automatic switch-off function.
- Check how your kitchen is arranged. For convenience and safety, keep dishes, glassware and other frequently used items in drawers or cupboards that are easy to reach.

Set up a medical-response system:

- Consider using a medical alert device – you can purchase a wearable alarm for the elders to use in the event of an emergency. He or she simply has to press the button on the device and the appropriate emergency service will be alerted.

Prevent accidents in the bathroom and toilet:

- Add supporting grab-bars everywhere the elder needs them, for example in the shower or bath, or next to the toilet.
- Place anti-slip mats around the shower and sink. Install a special shower chair if you think it will help.
- Consider installing an elevated toilet seat – it helps seniors to get up and down easily.

Keep emergency numbers at hand:

- Create a simple, easy-to-read list of the elders loved one's important numbers, and keep it within easy reach.
- Include numbers of other relatives, neighbours, and emergency services.

3.2.2 Assistive Technology for Elderly

Assistive Technology helps people to live healthy, satisfying and independent lives. There are many devices and systems that are included when we talk about assistive technology – from screen readers to accessible mobile phones, telecare to memory aids.

Assistive technology is any device, equipment, gadget or gizmo that helps to bridge gaps in a person's ability to live the full, independent and fulfilling life they want to. Assistive technology can help many different people in different ways, but for elderly people the main goal is to reduce reliance on other people and care systems and to help them to stay in their homes for longer.

Benefits of Assistive Devices

Assistive technology can help many people in different ways, whether it be someone living with dementia to remember certain things, a stroke survivor to communicate, a visually impaired person to access the internet, or even just a healthy older person to help secure their home.

Assistive devices that are most likely to help the elderly are usually electronic gadgets. Health can be improved with medication reminders, pill dispensers, and telehealth systems. Independence and comfort might be focused on with virtual assistants, visual and communication aids, and memory aids. Assistive technology can also be used for home safety and security – smart smoke alarms and doorbells, automated lighting and water-overflow devices to name a few. We'll give you some more examples below!

The Different Types of Assistive Technology & Devices

There are many examples of assistive devices that you can purchase to help your elderly relative around the house and to stay independent for longer, allowing you to worry less.

Personal Alarms: These small wearable pendants mean that help is only a button press away, 24/7. Working with a central hub that lives next to the elder's landline, personal alarms alert either you, a close chosen contact or a monitoring team and allow you to talk directly to them, work out what is wrong, and get suitable help to them quickly. These are especially useful for if an older person has had a fall and can't get themselves up.

Telecare Systems: Personal Alarms are often included in telecare monitoring systems – digital activity monitoring using sensors throughout the home. Much like sensor burglar or car alarms, telecare monitoring systems only sound the alarm when they detect something out of the ordinary or wrong. If the elder doesn't leave their bed in the morning or hasn't shut the front the door, a 24/7 monitoring team (or you via an app) are alerted and a neighbour might be asked to check up on them.

Home Safety and Security: There are lots of small gadgets and gizmos that can help make life a little easier and safer in the home – and most of them are fairly cheap! It may not be the 'smart home of the future' we were all promised but little individual devices can all help do their part to make the home a safer place to be for the elderly and help their carers to worry a little less. Smart doorbells and locks can improve the security of their homes, while also helping you to keep an eye on them and the people that might be visiting them. Smart lighting, specialist smoke and fire alarms, and water overflow sensors do their part to improve the safety of the elder's home – helping them to live independently for longer.

Memory Aids: For many, forgetfulness is part of the natural ageing process and does not necessarily have to be a symptom of dementia. The good news is there are many types of assistive technology designed to help remind the elder to remember their keys, feed the cat, or that they need to take a pill. Memo reminders, automatic pill dispensers and many other devices can all help take some of the stress away from needing to remember everything we need to in daily life.

Communication Aids: There are assistive device solutions to potential communication difficulties an older person may encounter. Accessible mobile phones can help keep older people connected to their friends and loved ones, reducing loneliness and isolation – unfortunately common among the elderly. For those living with a speech impairment, speech generating devices can help give them a voice again.

Visual Aids and Screen Readers: Visual impairment should not stop the elderly making use of some of the wonderful technology we have today, like computers, tablets and smartphones. Assistive technology can help people who can't or struggle to see to navigate these devices. Screen Readers read out what is going on the screen of computers, smartphones and tablets, helping the visually impaired to move around the device, select next actions, and access the internet. Most devices these days have screen reader options built into the accessibility controls, however there are also some other downloadable options that might work better for you.

Mobility Assistive Technologies: Mobility assistive technology devices help older adults to get around more easily. They include, but are not limited to walking canes, activator poles, walkers, crutches, scooters (wheelchairs with electric motors), up-lift seat assists, stair elevators, rope ladders, and wheelchairs. One of the most advanced mobility assistive technology is the stair-climbing wheelchair. It allows older adults to not only climb stairs while remaining in the chair, but it elevates the individual from a sitting position to a standing position.



Fig.3.2.1: Walking Cane



Fig.3.2.2: Stair-Climbing Wheelchair

Mobility assistive technologies are suitable for older adults with limited or impaired movement such as balancing problems or the need to keep stress off certain joints.

3.2.3 Hazards for Elderly

Even though the homes are safe and familiar environments, they can still present a number of hazards and safety risks, especially for older adults. In fact, statistics show that millions of adults over the age of 65 are treated in hospital emergency rooms for accidents that occurred in their own homes.

There are many safety risks that elderly people face in their homes. One of the most common is falls. Falls can occur when a person trips over an extension cord or something or simply loses their balance. They can be very dangerous, especially if the person falls down stairs or hits their head.

Hospital emergency rooms are often full of elderly patients who have been injured in falls. Falls are the leading cause of injury among seniors, and they can happen anywhere – in the home, on the stairs, or even in the bathtub.

What are safety hazards?

The home is a place where we should feel safe and secure. However, for many older people, the home can be full of hidden dangers. Here are some common safety hazards to look out for in the home:

- **Storage containers:** One of the most common safety hazards in homes of elderly people is improperly storing items. Make sure to always store medications and cleaning supplies, etc. in their original containers and keep them out of reach, preferably in a locked cabinet.
- **Slippery floors:** Wet or polished floors can be very slippery and dangerous, especially for those with poor balance or mobility issues. Be sure to clean up any spills right away, and use non-slip mats in bathrooms and kitchens.
- **Poor lighting:** Dim lighting can make it difficult to see, which can lead to falls or other accidents. Make sure all areas of your home are well-lit, and consider installing night lights in hallways and bathrooms.
- **Staircases:** Stairs can be very dangerous, especially if they are poorly lit or have loose carpeting.
- **Scalding:** Hot water scalding is a serious hazard for elderly adults. The risk of scalding increases with age, as skin becomes thinner and more sensitive to heat. Elderly adults are also more likely to have chronic medical conditions that can make them more susceptible to scalding injuries.
- **Fire hazards:** Things like candles, electrical appliances and smoking materials can all be fire hazards. Be sure to keep them away from flammable objects and never leave them unattended.
- **Medication:** Many seniors take multiple medications, which can be confusing and dangerous if not taken properly. Be sure to keep track of all the medications the elder is taking, and help them to organize them in a way that makes sense to them. Be sure to dispose of expired or unused medications properly. Many seniors take multiple medications, so it's important to keep track of expiration dates and to throw out anything that is no longer needed.
- **Driving:** As we age, our reflexes slow down and our vision may not be as sharp as it once was. This can make driving dangerous, especially if we are not aware of our limitations. If you are worried about the elders ability to drive safely, talk to them about it and help them to find alternative transportation options.
- **Falls:** One in four seniors falls each year. This can lead to serious injuries, such as hip fractures and head traumas. To help decrease the risk of falls, make sure the elders home is free of tripping hazards, and that they are wearing proper footwear.
- **Financial Exploitation:** Unfortunately, many seniors are targeted by scam artists and thieves. This is often because they are seen as easy targets, with disposable income and little experience dealing with financial matters. To help protect the elders from being taken advantage of, talk to them about common scams, and be sure that their banking information is kept private.

- **Poor Nutrition and Hydration:** As we age, our bodies become less efficient at absorbing nutrients from food. This can lead to seniors becoming dehydrated and malnourished, even if they are eating and drinking regularly. Be sure to monitor the elders intake of fluids and foods, and talk to their doctor if you have any concerns.
- **Isolation and Loneliness:** As we age, we can lose touch with friends and family, and become isolated from the outside world. This can lead to feelings of loneliness, which can in turn lead to depression and other health problems.

To help combat isolation and loneliness, encourage the elders to stay involved in activities they enjoy, and connect them with social support groups or services if needed. You can also visit them regularly, and stay in touch via phone, email, or social media.

3.2.3.1 Keeping Safe Room by Room

The home is full of potential hazards for seniors. But by taking some simple precautions, you can help keep the elders safe from harm. Here are some tips for making each room in the house safer:

Living rooms:

- Remove tripping hazards like throw rugs or cords that run across the floor.
- Keep furniture close to the walls to create a clear path through the room.
- Install night lights and make sure there's plenty of light during the daytime, too.
- Consider a medical alert system in case the elders fall and can't get up.

Bedrooms:

- The bed should be close to the door so the elders can easily get in and out.
- Remove clutter from the floor to prevent tripping.
- Keep a night light within reach in case the elders need to get up during the night.
- Make sure there's a working smoke alarm in the room.

Bathrooms:

- Install grab bars next to the toilet, shower, and bathtub.
- Consider a raised toilet seat to make it easier to get up and down.
- Use a nonslip mat in the tub or shower.
- Install anti-scald devices on faucets and showerheads.
- Place a shower seat in the shower so the elder can sit down if necessary.
- Use a special tub chair to help get in and out of the bathtub safely.
- Make sure there's plenty of light in the room, and keep a night light within reach.
- Keep the floor dry to prevent slipping.

General tips

- Remove throw rugs or use double-sided tape to keep them in place.
- Keep electric cords out of the way to prevent tripping.
- Make sure there is adequate lighting throughout the house.
- Set the home's water heater to no more than 120 degrees Fahrenheit to prevent scalding.

- Move furniture away from doorways so the elders can move around freely.
- Store frequently used items within easy reach.
- Use a cordless phone so the elders can carry it with them.
- Use Alexa or Google Home devices to make it easy to call for help in case of emergency.
- Keep a list of emergency numbers by the phone.
- Install handrails on both sides of stairways.
- Keep walkways and stairs well lit.
- Consider installing a stair lift or a home elevator if the elder has difficulty going up and down stairs.
- Make sure the home is equipped with working smoke alarms and carbon monoxide detectors.
- Test the alarms monthly and change the batteries at least once a year.
- Develop an evacuation plan in case of fire or other emergency.
- Keep a flashlight and extra batteries on hand.
- Have the elders wear a medical alert bracelet or necklace that includes their name, address, and phone number.
- Keep a list of elder's medications, dosages, and allergies in a easily accessible place.
- Review the list with their doctor and pharmacist regularly.
- Make sure all medications are kept in their original containers.
- Dispose of expired or unused medications properly.
- Keep the home well-lit, both inside and out.
- Install handrails on all stairways and in the shower or bathtub.
- Remove throw rugs or secure them with double-sided tape.
- Arrange furniture so there are clear paths throughout the home.
- Keep a cordless phone within easy reach.
- Consider installing a medical alert system.
- Have their doctor's phone number and emergency contact information handy.
- Keep a copy of their advance directives in a easily accessible place.

3.2.3.2 Preventing Falls

Falls are a major health problem for older adults and can be of concern for people with certain developmental disabilities or chronic conditions.

- Many things can lead to falls, including:
 - Vision and hearing problems
 - Impaired balance or awareness
 - Certain medications
 - Reduced strength.
 - Alcohol or drug abuse

- Hazards in the home such as clutter or throw rugs

Many adults develop a fear of falling (especially if they have fallen before) or lose confidence in their ability to move around safely. Unfortunately, this fear can limit daily activities and mobility and increase feelings of dependence, isolation, and depression.

There are a great number of simple and practical things you can do to reduce the risk and fear of falling. Encourage her to:

- Have routine eye exams and wear her glasses.
- Have routine hearing exams and wear her hearing aides.
- Do strengthening or balance exercises.
- Use a walker or other needed assistive devices.
- Get up slowly after sitting or laying down.
- Reduce fall hazards in the home.
- Have medications reviewed by her doctor.

Footwear

All adults should have sturdy walking shoes that support the foot. Shoes that tie or supportive sneakers with thin, non-slip soles and velcro fasteners to adjust for swelling are best. Slippers, high heels, and jogging shoes with thick soles should be avoided.

Reducing fall hazards in the home

- Remove clutter from halls and stairs
- Remove throw rugs that aren't securely held down
- Keep floors dry and in good repair
- Use night lights in bedrooms, bathrooms, and hallways
- All rooms should have good lighting, especially hallways and stairs
- Stairs should have a strong hand rail
- Vary the colors at floor level so you can see where steps and edges are
- Keep things used most often on lower kitchen cabinet shelves
- Use hand rails in tubs and next to toilets
- Use safety toilet seats to make standing and sitting easier
- Use mats in showers and tubs

What to do if a person is falling

- Don't try to stop the fall. You could both be injured
- Try to support his head and gradually ease him onto the floor
- If you are behind him, let him gently slide down your body

If the person falls and is on the floor

- Ask him if he is okay. Check for bleeding
- If he appears injured, is in pain, or can't move any part of his body, call 911 immediately. Many people are embarrassed and may want to get up or tell you everything is fine even if hurt. Observe him carefully

- If he isn't injured, ask him if he thinks he can get up safely
- To help him stand up from the floor, bring a chair close to him. Ask him to roll onto his side, get onto his knees, then support himself with the chair seat while he stands up
- If he needs more than a minimal amount of help to get up, do not attempt to lift him by yourself. No one can safely lift an average-sized person from the floor without help.

The following assistive devices are helpful for fall prevention:

- Socks and slippers with anti-slip material on the bottom
- Anti-slip matting for tubs and bathroom floors
- Grab bars to provide stability and support in bathrooms and other areas
- Wheelchair anti-rollback devices to stop a wheelchair from rolling away when he stands or lower himself into a chair.
- Chair, bed, and toilet alarms to signal when he leaves a bed, chair, wheelchair, or toilet unattended.
- Hip protectors to protect his hip from injury in the event of a fall.
- Bedside cushions to help reduce the impact of a fall if he rolls out of bed.

3.2.4 Maintenance and Welfare of Parents and Senior Citizens

The Maintenance and Welfare of Parents and Senior Citizens Act, 2007

Maintenance and Welfare of Parents and Senior Citizens Act, 2007 is a legislation, initiated by Ministry of Social Justice and Empowerment, Government of India[1] to provide more effective provision for maintenance and welfare of parents and senior citizens. It makes it a legal obligation for children and heirs to provide maintenance to senior citizens and parents, by monthly allowance. It also provides simple, speedy and inexpensive mechanism for the protection of life and property of the older persons. After being passed by the Parliament of India, it received President's assent on December 29, 2007

An Act to provide for more effective provisions for the maintenance and welfare of parents and senior citizens guaranteed and recognised under the Constitution and for matters connected therewith or incidental thereto.

Objectives of the Act

This act provides an in-expensive and speedy procedure to claim monthly maintenance for parents and senior citizens. This act casts obligations on children to maintain their parents/grandparents and also the relative of the senior citizens to maintain such senior citizens. The main attraction of this act is there are provisions to protect the life and property of such persons. This act also provides for the setting up of old age homes for providing maintenance to the indigent senior citizens and parents. This Act extends to the whole of India.

To know more about the act visit the link: https://www.indiacode.nic.in/bitstream/123456789/13696/1/act_200756.pdf

National Policy on Senior Citizens 2011

The National Policy on Older Persons was announced by the Government of India in the year 1999. The policy and plans were put in place by central and state governments for the welfare of older persons. The state governments issued their policies and programmes for the welfare of older persons. While some States and Union Territories implemented their policies with vigour, most states-- particularly the big ones-- were behind perhaps due to financial and operational deficiencies.)

Objectives

- The foundation of the new policy, known as the “National Policy for Senior Citizens 2011” is based on several factors. These include the demographic explosion among the elderly, the changing economy and social milieu, advancement in medical research, science and technology and high levels of destitution among the elderly rural poor (51 million elderly live below the poverty line). A higher proportion of elderly women than men experience loneliness and are dependent on children. Social deprivations and exclusion, privatization of health services and changing pattern of morbidity affect the elderly. All those of 60 years and above are senior citizens. This policy addresses issues concerning senior citizens living in urban and rural areas, special needs of the “oldest old? and older women.
- In principle the policy values an age integrated society. It will endeavour to strengthen integration between generations, facilitate interaction between the old and the young as well as strengthen bonds between different age groups. It believes in the development of a formal and informal social support system, so that the capacity of the family to take care of senior citizens is strengthened and they continue to live in the family. The policy seeks to reach out in particular to the bulk of senior citizens living in rural areas who are dependent on family bonds and intergenerational understanding and support.

To know more about the policy visit the link:

<https://socialjustice.gov.in/writereaddata/UploadFile/dnpsc.pdf>

3.2.5 List of Emergency Contact Details for Elders

During an emergency situation, it is all too easy to become confused and disoriented. But with a little bit of preparation, one can ensure that they can go through any emergencies in the best possible way. Recently '112' was launched as a pan-India emergency helpline number.

One can use this single emergency helpline number for various emergency services such as police, fire and ambulance etc. It provides 24*7 emergency responses across the country. An immediate assistance will be provided to the affected.

Apart from the emergency helpline number, there is a list of emergency numbers in India that you must be aware of:

Four most important emergency numbers:

- NATIONAL EMERGENCY NUMBER-112
- POLICE-100
- FIRE-101
- AMBULANCE-102

The other list of emergency numbers:

- Disaster Management Services-108
- Women Helpline-1091
- Women Helpline - Domestic Abuse-181
- Air Ambulance-9540161344
- Aids Helpline-1097
- Anti Poison New Delhi -1066 or 011-1066
- Disaster Management N.D.M.A 011-26701728-1078
- EARTHQUAKE / FLOOD / DISASTER N.D.R.F: 011-24363260

- Deputy Commissioner Of Police - Missing Child And Women: 1094
- Railway Enquiry: 139
- Senior Citizen Helpline: 1091/ 1291
- Medical Helpline in Andhra Pradesh, Gujarat, Uttarakhand, Goa, Tamil Nadu, Rajasthan, Karnataka, Assam, Meghalaya, MP and UP- 108
- Railway Accident Emergency Service:1072
- Road Accident Emergency Service:1073
- Road Accident Emergency Service On National Highway For Private Operators:1033
- ORBO Centre, AIIMS (For Donation Of Organ) Delhi: 1060
- Call Centre: 1551
- Relief Commissioner For Natural Calamities: 1070
- Children In Difficult Situation: 1098
- Central Vigilance Commission: 1964
- Tourist Helpline: 1363 or 1800111363
- LPG Leak Helpline: 1906

Scan the QR Codes to watch the related videos



Introduction to Housekeeping



Organising the House



Sanitize and Air the Living Space



Replacing the Bed Linen



Washing and Sanitising the Clothes



Washing Clothes Manually



Organising the Wardrobe



Process of Cleaning Utensils/ Tools/
Appliances



Ways to make House Safe, Secure
and Hygienic for the Elderly Persons



Assistive Technology for Elderly



Hazards for Elderly



Maintenance and Welfare of Parents
and Senior Citizens



List of helpline numbers and
emergency contact details for elders



Use of Mnemonic Techniques

Summary

- Housekeeping in simple words means maintaining a house on a daily or long-term basis or looking after its cleanliness, tidiness, upkeep and smooth running.
- Cleaning involves sweeping floors, dusting furniture and other surfaces, mopping or washing floors, polishing surfaces, articles and accessories, scrubbing tiles, sinks, toilets, disinfecting drains, rearranging cleaned areas and putting things in their specific place.
- Disinfecting uses chemicals (disinfectants) to kill germs on surfaces and objects. Some common disinfectants are bleach and alcohol solutions.
- ‘Shaking’ helps in removing loose dust from the fabric. Hold the dress with both hands and shake it vigorously.
- Laundering clothes does not mean only washing clothes. It consists of washing, finishing and storing of clothes.
- Place an absorbent paper or fabric under the stain so that the right side of the stain faces the absorbing surface.
- Dipping is the method in which the entire fabric can be immersed in the stain removing agent.
- If the elder has difficulty with walking or balance, or have fallen in the past year, talk to their healthcare provider about having a special falls risk assessment.
- Improve the lightening, set-up a medical response system, prevents accidents at home.
- Assistive technology is any device, equipment, gadget or gizmo that helps to bridge gaps in a person’s ability to live the full, independent life.
- Mobility assistive technologies are suitable for older adults with limited or impaired movement such as balancing problems or the need to keep stress off certain joints.
- All adults should have sturdy walking shoes that support the foot. Shoes that tie or supportive sneakers with thin, non-slip soles and velcro fasteners to adjust for swelling are best.

Exercise 

1. _____ devices help older adults to get or move around more easily.
2. _____ is any device, equipment, gadget or gizmo that helps to bridge gaps in a person's ability to live the full, independent and fulfilling life they want to.
3. Which of the following is an example of assistive device that help elderly?
 - a) Personal alarms
 - b) Telecare systems
 - c) Communication aids
 - d) All of the above
4. Which of the following is the reason behind falls for older adults?
 - a) Low appetite
 - b) Memory problem
 - c) Reduced strength
 - d) Good nutrition
5. What are some benefits of assistive devices for elderly?

6. Explain some hazards and safety risks related to elderly.

4. Building Effective Communication and Relation with the Elderly Person, their Social Network and Healthcare People



Unit 4.1 – Effective Communication Specific to Elderly Persons



Key Learning Outcomes

At the end of this module, the participant will be able to:

1. Discuss the method of developing a positive relationship with the elder, and their family and healthcare personnel.
2. Discuss how to interact with the elders with a view to stimulate their mnemonic skills.
3. Explain the age related issues of the elderly.
4. Explain the ways to encourage the elderly person to pursue their interest/ hobby and maintain their social connect.
5. Discuss the stress an elderly caretaker can face and methods to overcome the same.

UNIT 4.1: Effective Communication Specific to Elderly Persons

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4.1.1 Developing a Positive Relationship

The caregiver/care receiver's relationship can often be tenuous and difficult. Caretaking is a stressful setting that typically involves great sickness or disability and within that, it is easy for tempers to flare and patience to run thin. This is unfortunate, however, because in addition to being a difficult relationship, the caregiver/care receiver relationship is also an immensely important one.

In order for quality care and healing to take place, the caregiver and the care receiver must foster a good relationship, no matter how difficult that may be at times. Here are seven steps caregivers and elder can take to improve their relationship and form a genuine bond:

Create trust: It's important to begin establishing trust. This can be tricky in the beginning. It's normal for seniors to ask as little as possible from a new caregiver because they value their self-reliance and independence and are still forming that bond of trust. After a while, when a caregiver responds when needed, treats the elder with respect, and demonstrates competence, elder and their family will likely find that it's easier to ask for help (and to trust that it will be provided).

Learn to ask for help: The caregiver/care receiver relationship is very intimate and it often involves difficult, confusing or emotionally challenging scenarios. One of the first steps toward high-quality communication and a safe, healing relationship is transparency and the ability to ask for help. This is true for both the care receiver and the caregiver.

In order to build trust, the elder needs to be able to request help when it is needed and, in order to provide quality care, the caregiver needs to be able to ask the elder for help in understanding something new or clarifying a preference or concern. Asking for help is central to communication and communication, in turn, is central to the rest of the caregiver/ care receiver relationship.

Exercise Compassion: A home care environment often entails a severely disabled or wounded person who may not have full command of brain function and capacities such as motor skills, memory and speech. These types of disabilities are difficult and can easily create frustration within both the caretaker and the elder.

Frustration, however, leads to a strained and fractured relationship, which is not appropriate for the home care setting. Instead of allowing frustration to take hold, caregivers and care receiver alike should seek to exercise compassion. Compassion for self and others allows people to soften their hearts toward another person and get to a place of honest communication.

Be Patient: Elders who have suffered a traumatic brain injury often have difficulty with skills like speech and memory. Additionally, since traumatic brain injuries often affect the part of the brain that deals with response

to stimuli, risk-taking and adherence to rules, injured people may exhibit less concern for rules and an increased level of risky or downright dangerous behavior.

Patience is the most important virtue a caregiver can have in situations like these. It is important for a caregiver to understand that injured people are not always in complete control of their actions and, with that in mind, to give the person extra time to calm down and make different decisions. This often requires reasoning, positivity and empathy.

Use Encouragement: Encouragement is an underrated soft skill. In addition to motivating elders to behave differently when needed, encouragement also goes a long way toward boosting a elder's self-esteem and making him or her feel capable and in charge once more. Additionally, since being encouraging with elder's benefits both the caregiver and the individual, it can rapidly increase the fullness of the relationship.

Be an Active Listener: Each client has a story to tell and learning to truly listen to that story will quickly foster a bond and encourage increased communication and understanding. Additionally, active listening with clients encourages increased rapport and allows the caregiver to better pick up on potential warning signs.

When having a conversation with a client, make eye contact and turn your body toward the person speaking. Be careful not to interrupt and ask plenty of good questions to ensure that the client feels heard and respected.

Do What the elders Loves: Do you have an elder who loves to read but cannot anymore due to poor vision or impaired brain function? Maybe you have an elder who loves puzzles, scrapbooking or board games. Whatever the case may be, make a concerted and honest effort to engage the elder in these pastimes.

In addition to helping a client feel more involved, whole and capable, these activities can go a long way toward decreasing feelings of distress in an elder and encouraging positive changes in behavior.

Practice Respect: Caregivers must have a deep respect for the elder and his or her family. The elder's home is a workplace and must be treated like one. When a caregiver is respectful of a elder's home, belongings and preferences, the elder feels respected in turn, which leads to less distress and an increased feeling of relaxation and comfort. Additionally, practicing constant respect serves to place the elder and the caregiver on the same plane, encouraging increased communication and a deeper relationship.

When practices like empathy, active listening, respect, transparency and patience are exercised, both an elder and a caregiver can find themselves in a deep, caring and safe relationship. In a home care setting, these types of relationships are integral in creating healing and comfort. Although home care relationships can be challenging, at times, both elder and caregiver can take a variety of simple steps toward improving the relationship and creating a lasting bond.

4.1.2 Use of Mnemonic Techniques

Mnemonic techniques are ways to help one memorize a phrase or idea with patterns. Mnemonic techniques can include songs, poems, rhymes, outlines, images and acronyms. Mnemonics give meaning to something ordinary to make it more memorable when you try to recall it. This technique is useful for storing information in both the short- and long-term memory.

Types of mnemonic techniques

Here are eight types of mnemonic techniques you can use:

- **Spelling mnemonics:** Spelling mnemonics help elder remember how to spell a difficult word with patterns, phrases or rules. For example, to memorize the spelling of "separate," elder can use the phrase "there is a rat in separate." Another common spelling mnemonic to remember that "I" comes before "E" in many words is "Never believe a lie."
- **Feature mnemonics:** A type of mnemonic memory training involves visually identifying a prominent feature of a person elder are meeting for the first time. This technique helps elder to associate their name and face better. For example, elder might meet a new friend named Dinesh, who has large brown eyes. Elder can

remember him as “Brown-Eyed Dinesh” to connect a feature about his appearance to his name so elder can recall it quickly when they meet again.

- **Rhyming mnemonics:** Another common mnemonic technique is using rhyme to memorize information. One well-known example of a rhyming mnemonic is the phrase “In fourteen hundred and ninety-two, Columbus sailed the ocean blue.” The information elder wants to memorize is the date Columbus began his travels and knowing it rhymes with “ocean blue” helps elder recall “1492.” Elder can apply this technique to any information elder need to remember at work.
- **Note organization mnemonics:** Some people learn best when they organize their thoughts into notes. This is a great mnemonic technique to use in your job, whether you are getting ready for a presentation or need to memorize new data. For example, you can form the main ideas into questions and write them on one side of a notecard while adding the answers on the opposite side. You train your brain into seeing questions and remembering the answers when you do this repeatedly.
- **Alliteration mnemonics:** When someone wants to remember a person’s name, alliteration is a convenient tool. If you meet a colleague named Sabina, you can think of other words that start with the letter “S” that describe her. You may find Sabina is sophisticated, sincere and stylish. When you need to recall her name, you will remember the three words you associate with her and be able to narrow down her name to one that begins with the letter “S.”
- **Song mnemonics:** Some people learn best when they can sing, so you can insert the information you want to memorize into a song. A popular example is the “A-B-C” song that schoolchildren use to learn the alphabet. When they sing this repeatedly, they will begin to remember the order of the alphabet. You can do the same mnemonic technique at work by putting new information into a song format.
- **Organization mnemonics:** Grouping information together helps you remember them more easily. If you have a large group of words or numbers you need to memorize, you can break them up to recall them quickly. For example, if you need to remember the numbers “456159753481,” you can divide them into smaller groups. If you group them into “4561 5975 3481,” you may have a better chance of remembering them.
- **Visual mnemonics:** Linking images together involves creating a visual story to connect the information you need to memorize. Every item leads you to remember the following article. For example, you may need to remember to bring your laptop, reading glasses, notepad and pen to your upcoming meeting. You can create a short story to link these items together so you don’t forget any of them.

4.1.2.1 Ways to Improve Memory for Seniors

Memory loss is a common complaint among seniors and their caregivers. The good news is there are easy ways to improve memory that aren’t expensive or time-consuming. Here are steps you can take to help preserve and even improve memory.

- **STEP 1 Sleep:** Getting enough hours of sleep may not seem like much of a ‘cure’ for memory loss. But according to the National Sleep Foundation, sleep actually triggers changes in the brain that solidify memories. It also strengthens connections between brain cells and helps in transferring memories from short-term to long-term memory. This means the new memories your seniors make are more likely to stay with them.

How much sleep is enough? Between 6 and 9 hours of sleep is enough for most seniors. Something as simple as adequate sleep is an important part of improving memory for seniors.

Another part of sleep that helps memory in seniors is to keep their sleep time as undisturbed as possible. Studies show that if a senior’s sleep is interrupted more than a few times in a night they cannot focus attention as well when awake, and therefore can’t remember what they learned. Likewise, with disturbed sleep, your senior’s recent memories remain fragmented. They cannot put the pieces together as well and therefore can’t clearly remember what they did learn.

- **STEP 2 Improved Diet:** Foods that are high in saturated and trans fats, such as beef or steak, dairy, and fried foods, cause high levels of LDL cholesterol (the bad kind). Not only are these artery-clogging foods detrimental to the heart, but they can also cause damage to the brain.

Changing a senior's diet to foods that are high in mono- and polyunsaturated fats, such as fruits, vegetables, nuts, fish, and olive oil, will increase levels of HDL cholesterol (the good kind). This will prevent blood vessels from getting clogged or damaged and reduce the risk of memory loss and stroke.

- **STEP 3 Less Sitting, More Moving:** Seniors who engaged in physical activities such as using a stationary bike or treadmill for only 1 hour 3 times a week for twelve weeks resulted in higher resting blood flow to the brain. Improvements in mental health were seen in as few as 6 weeks as there was an increase in blood flow to areas of the brain associated with improved memory.

As a side note, physical exercise improves mood by supplying endorphins and improves appetite as well. It also may provide opportunities for social interaction which also improves memory.

- **STEP 4 Mental Exercise:** Learning new skills — like playing a new instrument, practicing a hobby that involves hand-eye coordination, performing memory exercises for seniors, and even doing math in your head — has been found to improve cognitive function and memory. Keeping your mind active with new challenges can keep your memory strong!
- **STEP 5 Stay Social:** Many studies have shown that it is crucial for seniors' mental health and memory to maintain social activity. Spending time with family and friends, even attending events can help maintain and improve mental functions. Research has even shown that just 10 minutes of social interaction a day can help!
- **STEP 6 Do a Sensory Test:** This might sound clinical and strange, but sensory tests are a fun way to keep the brain elastic and strong. A sensory test makes new connections in the brain, as well as refreshing old ones. Conducting a test like this is simple: for example, take any food and, bite by bite, identify the different flavors you are experiencing. Especially with homemade or familiar foods, the results of these kinds of tests are effective.

To help minimize your senior's memory loss, especially of recent events, make sure they get enough hours of undisturbed sleep.

4.1.3 Age Related Issues of the Elderly

It is a no-brainer that aging causes your body organs to get old too. This results in a range of health problems in old age. According to the National Council on Aging, close to 92% of elderly have at least one chronic disease, and 77% have at least two.

Keeping aware about the common health problems your seniors might face helps plan for the prevention and stay prepared for any impending health emergency.

Heart disease

The heart is one of the most vital body organs that pumps blood to various parts of the body. Aging can cause changes in the heart and blood vessels, increasing the chances of heart disease. This is a chronic condition that causes close to two-third of all deaths among the aged. The concern gets manifold since the symptoms of heart disease are not always apparent and are highly likely to get ignored.

Ways to prevent and manage heart-related ailments in elderly include:

- Keeping check and restricting the intake of bad fats (trans fats and saturated fats).
- Motivating to cut down on alcohol (or remove it altogether) and quit smoking
- Exercising at least 20-30 minutes every day
- Limiting daily salt intake to reduce sodium consumption

Diabetes

This is chiefly a lifestyle-related condition that results in an inability to process sugar by your body. High blood sugar can have serious long-term effects on the health and can also lead to kidney disease, heart diseases, etc. The risk of getting diabetes increases as one ages. In fact, adults aging 65 or older are at a greater risk of becoming diabetic.

Ways to prevent and manage diabetes in elderly include:

- Avoiding a sedentary lifestyle and keeping active in day-to-day routine
- Reducing carb and unhealthy fats in the diet
- Testing for blood sugar levels from time to time
- Taking medicines (and not skipping any dose) as advised by your doctor

Dehydration

This means that your body lacks enough levels of fluids. Absence of adequate body fluids can have an adverse impact on your health, particularly in old age, because it can be linked to other serious problems like urinary tract infections, electrolyte imbalance, etc.

Ways to prevent and manage dehydration in elderly:

- Drinking at least 3 litres of water every day. People with heart failure need to be watchful of excess water intake.
- Limiting the intake of fluid-depleting drinks like alcohol and caffeinated beverages.
- Taking more of fruits, herbal teas, etc.

Chronic constipation

Not able to defecate properly and feeling full is a fairly common problem in elderly. This might not have any immediate serious implication, but when it becomes frequent and severe, it can lead to troublesome issues such as bloating, indigestion, nausea, and stomach pain. The major cause of constipation can be as simple as a lack of physical activity and fiber in diet.

Ways to prevent and manage constipation in elderly:

- Including more fruits and green leafy vegetables in the diet to consume more roughage
- Keeping well-hydrated
- Exercising regularly to maintain healthy bowel movements
- Seeking expert help if the lifestyle changes do not help

Conditions related to mental health

Similar to physical health, mental health tends to deteriorate with age. This pretty well explains why around 15% of people aging 60 and above are affected with at least one mental health condition. Elderly people are likely to develop Alzheimer's disease, depression, and anxiety.

Ways to cope with most of these mental health problems need a customized approach, however, following steps can help in a generalized manner:

- Staying connected with neighbors, family, and friends. Virtual connect amid the pandemic is of utmost importance if you can't be around your loved ones
- Adopting a pet
- Picking up a new hobby like gardening, knitting, pottery, etc.
- Journaling to keep a check on feelings and emotions

Bone and joint related disorders

Conditions such as osteoarthritis, rheumatoid arthritis, and muscle aches are common in elderly. In fact, arthritis affects almost half of all people of age 65 and older. Bone and joint related disorders can have a massive impact on the quality of life as they affect your participation in daily activities.

Ways to manage symptoms related to bone, muscle and joint-related conditions in elderly include:

- Participating in physical activities within your range of movements
- Taking enough of calcium and vitamin D rich foods to never fall short of these nutrients
- Ensuring to get enough sun
- Including various anti-inflammatory foods in the daily diet such as nuts, seeds, fatty fishes like salmon, etc.
- Getting tested for arthritis and related conditions as and when advised by your doctor
- Having fall support in bathrooms to avoid any accidental fall

Along with following measures to prevent or manage health conditions in your elderly, make sure to shower your love and care in every possible way! That's indispensable.

4.1.4 Social Well-Being for Seniors

When it comes to fostering social interaction, the best activities for seniors are those that make it easy for older adults to mingle with their peers on a regular basis. Social activities for adults are aimed at helping mature individuals develop meaningful connections and enrich their lives.

With that in mind, here are some things one can do to boost their social well-being:

- **Check out the local senior center:** This is a great way to find senior activities nearby. Most centers have a wide range of offerings, including exercise classes, educational programs, and arts and crafts workshops. Some activities for seniors include computer classes, potluck dinners, and even special field trips. In many cases, programs at senior centers are free or have very low cost. Some centers even provide transportation for older adults who are not able to drive themselves.
- **Join clubs for seniors in your area:** Getting involved in senior clubs nearby is a fantastic way to stay socially active. There are clubs for just about anything one can imagine. Some are general interest and offer a variety of activities, while others concentrate on specific interests. For example, there may be clubs for seniors nearby that focus on activities such as gardening, reading, doing crossword puzzles, playing bingo, knitting, taking photographs, or playing bridge and other card games. You might also find clubs that center around sports like golf, tennis, or baseball.
- **Sign up for exercise classes:** An elderly person should do at least 150-300 minutes of moderate aerobic exercise every week. Joining up with senior groups nearby can be an easy way to meet that target and bond with new people at the same time. Plus, swimming, water aerobics, dance, yoga, and tai chi classes offer low-impact ways to boost your strength and flexibility, improve the balance, and prevent falls.
- **Organize a regular game night:** Round up a few friends or neighbors and challenge them to card, board, dice, or other types of games once a week or once a month. Games like bridge, canasta, poker, bingo, and charades can inspire lots of laughs in senior groups and generate plenty of fun.
- **Explore senior social groups nearby:** Some towns and cities have activity or community centers, libraries, or houses of worship that host senior citizen friendship clubs that enable the 55-plus crowd to get together. Such social groups for older adults typically offer organized activities like bingo, pool, mahjong, and bridge. Many also serve a low- or no-cost breakfast or lunch, so it's possible that you can eat and socialize with no money.

- **Start a mall walking group:** Plenty of walking clubs stroll through different neighborhoods, but that gets to be difficult when temperatures drop. However, one can do mall walking activities in winter or any other time the weather doesn't allow one to be outside. Lots of shopping centers unlock their doors well before the actual stores open, so the group could even wander the hallways and chat while it's relatively quiet.
- **Volunteer:** Volunteering can become one of the most fun and meaningful activities one can do as a senior. One can get out of the house, meet new people, and make a difference in the community. For example, volunteers at senior homes might play games, make crafts, or swap stories with the residents. Libraries, museums, thrift stores, and soup kitchens also rely on volunteers in order to operate. Plus, many cities have foster grandparent programs in which one can get to spend time with at-risk youth who need positive role models in their lives.
- **Get a dog:** Walking a dog forces one to get outdoors in the fresh air, and one can easily strike up conversations with other dog owners or animal lovers while you're hanging out at the park. If one lives somewhere that doesn't allow pets or they just don't want the full-time responsibility, try volunteering at their local animal shelter. Many shelters welcome volunteers who are willing to feed or groom the animals or take the dogs out for a walk.
- **Get active on senior social networking sites:** It's an excellent way to stay connected and engaged without even having to leave your home. Popular sites allow them to create personal profiles, connect with friends and family members of all ages, join groups of like-minded people, and engage in other social activities for seniors near you.
- **Take an organized trip:** If the elder is adventurous and want to get out and explore with other seniors, get in touch with travel groups. Sign up for a senior bus tour for a day or a weekend trip to a casino. Or go on a longer in-state, out-of-state, or out-of-country excursion.
- **Embrace smartphone and mobile technology to ensure the ability to connect with others:** There is no true replacement for spending time with people face-to-face, and that includes technology. However, sometimes life presents us with circumstances where we are physically limited in whom we can see and what we are able to get out and do. From pandemics to snowstorms to the family moving away, the reasons for a senior to have a good smartphone or tablet are plenty.

Being able to text, talk, video chat, and so much more can be a valuable source of fulfillment and freedom for seniors, especially those who face isolation for one reason or another. And there are many resources for learning to use mobile devices, so you don't need to feel intimidated by the technology. You may even be surprised how natural it can feel to connect with people virtually once you get the hang of it.

How Being Social Keeps Older Adults Healthy

Building and maintaining social relationships can have a huge impact on seniors' overall wellness. Social activities are important for the elderly because they help ward off loneliness and prevent feelings of isolation. Organized social pursuits also provide a sense of purpose and give older adults something to look forward to regularly.

Here are a few of the benefits that come from staying socially engaged as an elder:

- **Improved cognitive function:** Social activities can help you stay mentally sharp. Research has revealed that people who maintain supportive relationships with family, friends, and neighbors have better overall mental health.
- **Reduced stress:** Seniors who feel stronger connections to other people have lower levels of stress, anxiety, and depression. The way you keep in touch matters, too: Face-to-face socializing has been shown to be more effective at staving off depression than communicating only by phone or email.
- **Better physical health:** Research has demonstrated that socially integrated adults are less likely to be obese, experience inflammation, or develop high blood pressure. In fact, being socially isolated elevates older adults' risk of developing high blood pressure even more than having diabetes.
- **Increased longevity:** People who maintain good social ties tend to live longer than those who don't.

4.1.5 Elderly Caregiver's Stress

Caring for an elder strain even the most resilient people. If you're a caregiver, take steps to preserve your own health and well-being. As the population ages, more caregiving is being provided by people who aren't health care professionals. About 1 in 3 adults in the United States provides care to other adults as informal caregivers.

A caregiver is anyone who provides help to another person in need, such as an ill spouse or partner, a disabled child, or an aging relative. Recognizing this role can help caregivers receive the support they need.

Caregiving is rewarding but stressful

Caregiving can have many rewards. For most caregivers, being there when an elder need you is a core value and something you wish to provide.

But a shift in roles and emotions is almost certain. It is natural to feel angry, frustrated, exhausted, alone or sad. Caregiver stress — the emotional and physical stress of caregiving — is common. People who experience caregiver stress can be vulnerable to changes in their own health. Risk factors for caregiver stress include:

- Being female
- Having fewer years of formal education
- Living with the person you are caring for
- Social isolation
- Having depression
- Financial difficulties
- Higher number of hours spent caregiving
- Lack of coping skills and difficulty solving problems
- Lack of choice in being a caregiver

Signs of caregiver stress

As a caregiver, you may be so focused on the elder that you don't realize that your own health and well-being are suffering. Watch for these signs of caregiver stress:

- Feeling overwhelmed or constantly worried
- Feeling tired often
- Getting too much sleep or not enough sleep
- Gaining or losing weight
- Becoming easily irritated or angry
- Losing interest in activities you used to enjoy
- Feeling sad
- Having frequent headaches, bodily pain or other physical problems
- Abusing alcohol or drugs, including prescription medications

Too much stress, especially over a long time, can harm your health. As a caregiver, you're more likely to experience symptoms of depression or anxiety. In addition, you may not get enough sleep or physical activity, or eat a balanced diet — which increases your risk of medical problems, such as heart disease and diabetes.

Strategies for dealing with caregiver stress

The emotional and physical demands involved with caregiving can strain even the most resilient person. That's why it's so important to take advantage of the many resources and tools available to help you provide care for an elder. Remember, if you don't take care of yourself, you won't be able to care for anyone else.

To help manage caregiver stress:

- **Accept help:** Be prepared with a list of ways that others can help you, and let the helper choose what he or she would like to do. For instance, a friend may offer to take the person you care for on a walk a couple of times a week. Or a friend or family member may be able to run an errand, pick up your groceries or cook for you.
- **Focus on what you are able to provide:** It's normal to feel guilty sometimes, but understand that no one is a "perfect" caregiver. Believe that you are doing the best you can and making the best decisions you can at any given time.
- **Set realistic goals:** Break large tasks into smaller steps that you can do one at a time. Prioritize, make lists and establish a daily routine. Begin to say no to requests that are draining, such as hosting holiday meals.
- **Get connected:** Find out about caregiving resources in your community. Many communities have classes specifically about the disease an elder is facing. Caregiving services such as transportation, meal delivery or housekeeping may be available.
- **Join a support group:** A support group can provide validation and encouragement, as well as problem-solving strategies for difficult situations. People in support groups understand what you may be going through. A support group can also be a good place to create meaningful friendships.
- **Seek social support:** Make an effort to stay well-connected with family and friends who can offer nonjudgmental emotional support. Set aside time each week for connecting, even if it's just a walk with a friend.
- **Set personal health goals:** For example, set goals to establish a good sleep routine, find time to be physically active on most days of the week, eat a healthy diet and drink plenty of water.
- **Many caregivers have issues with sleeping:** Not getting quality sleep over a long period of time can cause health issues. If you have trouble getting a good night's sleep, talk to your doctor.
- **See your doctor:** Get recommended vaccinations and screenings. Make sure to tell your doctor that you're a caregiver. Don't hesitate to mention any concerns or symptoms you have.

Scan the QR Codes to watch the related videos



Age Related Issues of the Elderly



Social Well-Being for Seniors



Elderly Caregiver's Stress



Personal Hygiene

Summary

- In order for quality care and healing to take place, the caregiver and the care receiver must foster a good relationship, no matter how difficult that may be at times.
- Mnemonic techniques are ways to help one memorize a phrase or idea with patterns. Mnemonic techniques can include songs, poems, rhymes, outlines, images and acronyms.
- Spelling mnemonics help elder remember how to spell a difficult word with patterns, phrases or rules.
- Learning new skills — like playing a new instrument, practicing a hobby that involves hand-eye coordination, performing memory exercises for seniors, and even doing math in your head — has been found to improve cognitive function and memory.
- Dehydration means the body lacks enough levels of fluids
- The major cause of constipation can be as simple as a lack of physical activity and fiber in diet.
- Conditions such as osteoarthritis, rheumatoid arthritis, and muscle aches are common in elderly. In fact, arthritis affects almost half of all people of age 65 and older.
- Social activities are important for the elderly because they help ward off loneliness and prevent feelings of isolation.
- Prioritizing makes a caregiver job easier and helps manage stress.

Exercise

1. _____ is the most common problem in elderly that leads to troublesome situations like bloating, indigestion, nausea and stomach pain.
2. _____ means lack of enough fluids in a person's body.
3. Which of the following is a way to prevent and manage diabetes in elderly?
 - a) Avoiding a sedentary lifestyle
 - b) Eating starch-rich foods
 - c) Limiting daily salt intake
 - d) Increase consumption of grapes
4. Identify correct way to improve memory for seniors.
 - a) Watching TV from distance
 - b) Mental exercise
 - c) Excessive sleeping
 - d) Increasing carbohydrate intake
5. What are some benefits of social well-being for seniors.

.....

.....
6. Mention some ways that a caregiver can manage their stress.

.....

.....

5. Display Standards of Hygiene and Work Etiquettes



Unit 5.1 - Maintain Behavioural Etiquette

Unit 5.2 - Follow Practices of Hygiene

Unit 5.3 - Professionalism at the Workplace



Key Learning Outcomes

At the end of this module, the participant will be able to:

1. Explain how to communicate effectively with an employer, co-workers, the family and others.
2. Describe how to practice ethical behaviour, a positive outlook and personal integrity.
3. Discuss the method of dressing professionally, maintaining personal hygiene and grooming.
4. Explain gender discrimination, gender equality and various ways of being gender-sensitive.
5. Discuss the provisions of Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013.
6. List health and safety requirements of the PwD (Persons with Disabilities).
7. Describe the rights, duties and benefits available at the workplace for PwD.
8. Explain the procedure to report various issues (e.g., sexual harassment, infectious disease, health issue to the appropriate authority).
9. Describe how to recognize indicators of harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation and culture.
10. Discuss personal, social and telephone etiquette.
11. Explain the ways of managing time.

UNIT 5.1: Maintaining Behavioural Etiquette

Unit Objectives

At the end of this unit, the participant will be able to:

1. Identify the procedure and standards of effective communication at the workplace.
2. Explain time management.
3. Illustrate the core values to be followed at the workplace.
4. Explain cultural acclimatisation.
5. Elaborate about gender and age sensitivity.
6. Elaborate about PwD sensitivity.

5.1.1 Elements of Effective Communication

Effective communication is the exchange of information from one person to another. In simple words, it teaches people the appropriate way of sharing or exchanging information. It states that a person is responsible for respecting other individuals' boundaries and limits.

Effective communication involves:

- 9% - Writing
- 16% - Reading
- 30% - Speaking
- 45% - Listening

Importance of Communication

Communication helps the Caretaker:

- Identify the needs of the employer
- Take proper care of employer as per the identified needs
- Identify symptoms of diseases/ illness
- Understand the present condition of the employer (whether ill or healthy)

Communication Skills

As mentioned above, Communication skills are of various types, like:

1. Speaking
2. Writing
3. Reading
4. Listening

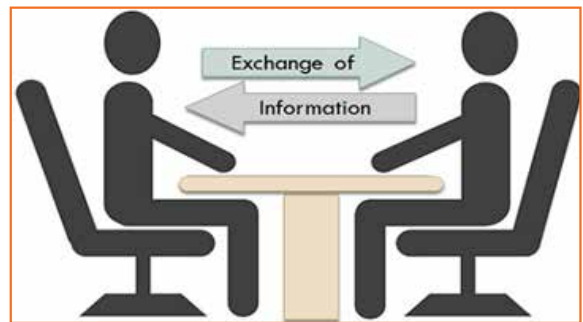


Fig.5.1.1: Communication

Other preferable skills in Caretaker:

- Skill for communicating with an employer
- Skills to communicate with the family of the employer
- Basic skills of reading, writing and documentation of reports
- Basic computer literacy

Fundamentals of effective communication

Effective Communication is a two-way information sharing process, which involves one party sending a message that is easily understood by the receiving party. A Caretaker, with effective communication skills, can work more efficiently and assist an employer in maintaining good health. This shall earn appreciation more often than not.

Elements of communication



Fig.5.1.2: Elements of effective communication

- **Verbal communication:** In Verbal communication, thoughts or emotions or information is exchanged between individuals through the use of speech.
- **Clarity & concision:** When writing or speaking to someone and be clear about your goal or message. To be clear, try to minimize the number of ideas in each sentence. Clarity implies emphasizing a specific message or goal at a time. Conciseness means wordiness, i.e. communicating what you want to convey in the least possible words.
- **Confidence:** Confidence is very important for effective communication and ensures that one's presence is more poised and effective in conveying the desired message congruently.
- **Respect:** Successful and respectful communication is a two-way street. Take the time to attentively listen to others and wait for feedback from others. Watch your tone and use good non-verbal skills.
- **No-verbal communication:** Nonverbal communication includes all those ways we communicate without words such as facial expressions, posture, eye contact, gestures, tone of voice, body language, and other ways.
- **Politeness & precision:** Communicating politely indicates respect for others, which can go a long way in both personal and business communications.

Precise language is also important to paint a picture for your listeners so that they can more easily understand your ideas

- **Empathy:** Empathy is an important communication skill that affects both individual knowledge acquisition and interpersonal relationships. Empathetic understanding is, therefore, both an important determinant of how well we communicate with each other as well as a personal characteristic that facilitates our ability to persuade other people to accept an idea, feel a particular way, or pursue a certain course of action
- **Right medium:** Choosing the right medium for each message is becoming an important communication skill in itself
- **Active listening:** Active listening is a core element of efficient communication, proper listening improves communication, raises the level of comprehension and knowledge, and increases efficiency in everyday activities.
- **Open to feedback:** Feedback is the last step in the communication process and it ensures that the receiver has understood the message in the same terms as intended by the sender. Being open to feedback helps individuals become self-aware, to know what they are good at and what they need to work on to maximise their performance.

Methods for Effective Communication with Various Categories of People

For effective communication with one's colleagues and peers, the below-given points should be considered: -

- Listen actively
- Modify Tone according to the receiver
- Watch the body language
- Think before speaking
- Take notes
- Act politely but firmly
- Maintain a positive smile and attitude

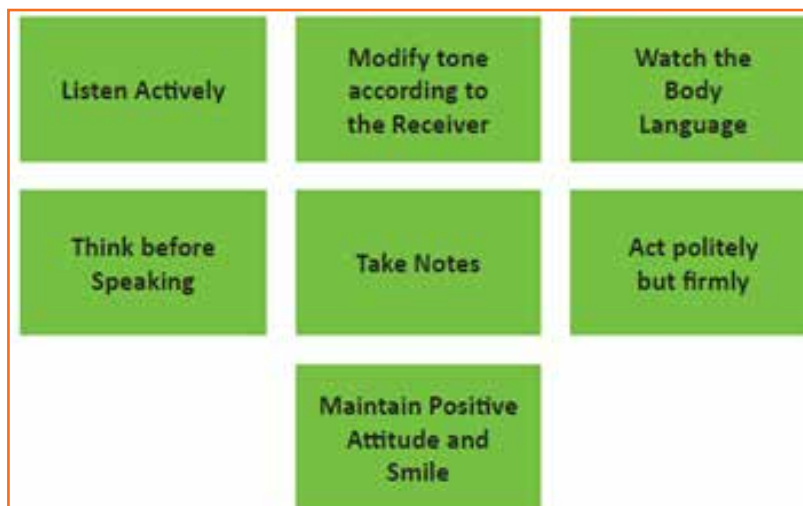


Fig.5.1.3: Essential components to build effective communication

Types of Communication

Communication can be categorized into the following types:

1. **Verbal Communication:** Verbal communication refers to our messages shared in the form of listening, speaking or writing

2. **Nonverbal Communication:** Body language or gestures, actions, facial expression are the elements of Nonverbal communication
3. **Written Communication:** When communication takes place through writing letters, messages, etc., it is called Written Communication. There are two categories written under communication:
 - » **Formal Communication:** It involves communicating through emails, reports and social media
 - » **Informal Communication:** Group meetings, discussions, debates and conferences are part of informal communication

Common Communication Aspects

Some of the communication aspects are as under:

- **Tone:** Maintain a polite, pleasant and purposeful tone. Avoid sarcasm at all costs.
- **Communication Gap:** Open up and communicate with your employer. A communication gap, in this case, is not acceptable.
- **Miscommunication:** Miscommunication with/wrong feedback to the employer/ other family members/ doctors can be dangerous. Communication should be done directly and not through another person. Communication should be unambiguous.
- **Language Barriers:** The language of communication should be known to both the sender and receiver.
- **Ambiguity:** The communication with peers, colleagues and employers and vendors should always be clear, direct, unambiguous and positive.

5.1.2 Time Management

Time Management means managing your time efficiently so that you may accomplish more work in less time. It can happen if we allocate the right amount of time to the right activity. Time Management is as important for personal life as for professional success. As time cannot be saved, it should be managed so that we may complete our entire task in the given time.

Importance of Time Management

Time management is essential for our life because-

- You can complete all your tasks within the given time.
- You can save time on the work you love to do.
- You can gain respect and trust from others.
- You could become efficient and utilise your capacity up to the maximum
- You can set an example for others and grow in your professional life.

Manage your time

Time management is an ongoing process and can be done by keeping the basics in mind:

Prioritising: Prioritising your work is the first step for time management. By prioritising you would be able to know:

- What next work you would be doing;
- What is the purpose of doing that;
- How much time should you give to that work;
- By what it must be completed.

Avoid Distraction: After prioritising when you start the work, you must avoid the distractions to finish it in the targeted time. So to keep the distractions away, you need to:

- Say no to Television;
- Avoid unnecessary Phone Calls;
- Do not take interest in others' matters or gossip.

Make achievable goals: You should make a daily planner with achievable goals as it will boost you up once you complete your tasks.

Tips

- *Always keep in mind one's rights and duties to the workplace in terms of safety*
- *Expected behaviour of employer and the dos and don'ts of it*
- *Contact number of employer or co-workers, family members relevant helpline numbers*
- *Do not blame others: If you fail to complete your work in the targeted time, you should not blame others for not helping you or distracting you. You must decide to finish this task as soon as possible.*
- *Have some fun: If you would just do repetitive work, your enthusiasm and zeal will go down after some time. You need to give some time to yourself and your hobbies so that you may stay fresh and active.*

5.1.3 Core Values

Core values to be practised at the workplace

As a human beings, we all have some moral principles that govern our behaviour. If this behaviour is as per the rules set by society, our behaviour is ethical. The morals that are necessary for ethical conduct are – honesty, trustworthiness, courteousness and respect for others.

Professionalism and ethics in the workplace are the guiding principles that an individual or the company has established. They give general outlines of how employees should behave, as well as specific guidance for handling issues like harassment, safety, and conflicts of interest.

Though the world has changed, these morals have similar values still today as they had in earlier days. As being a Caretaker, you are expected to have such ethical behaviour and need to show it at your workplace. The primary values one should have:

- **Integrity:** Integrity means to live one's life in private in the same way that a person lives in public, it liberates and never oppresses. A Caretaker governed by integrity is a liberated Caretaker, and, therefore, the receiver of service is liberated as well. There is no victim or victimhood when integrity is the governing principle of life. Fairness is the outgrowth of integrity, and fairness protects both the Caretaker and the service receiver.
- **Honesty:** Honesty is the best policy as everyone knows, so one must be honest with themselves as well as to their work.
- **Trustworthiness:** Being a Caretaker, you would be working in others houses and will be responsible for many things, especially in the absence of the family. Hence, if you fulfill their expectations to earn their trust, it will earn you a good relationship with your employer.
- **Accountability:** You must take responsibility for your actions and work and do not blame others for your failure. By doing this, you can impress your employer and will gain respect.
- **Courteousness:** You should be polite, well-mannered and friendly with the family member of the employer. You should respect others to get respect from them. It applies to all whether older or younger.
- **Improve continually:** In today's times, you need to improve yourself and improve your knowledge and

competency to be and grow in your job. So you should also learn new techniques and ways to do your job in a better form in less time.

- **Self-respect:** Though growing in professional life is critical, you should make sure that you are not compromising with your self-respect. There is a very thin line between ego and self-esteem, and you must know this difference. Any person who has self-respect is always being respected by others.
- **Have Grandparent's Morals:** Though the time has changed, the old morals of your grandparents still have value. So always work on old morals and never compromise with them. It will surely facilitate you to complete your tasks effectively.
- **Maintain Confidentiality:** As you are working in a house and know a lot of secrets of that family, you should always maintain confidentiality and never share these secrets with anyone, not even in your family. It will bring you the respect and trust of the employer.
- **Respect the limits:** If you maintain a distance and do not cross your limits while dealing with the family members, they will also respect your limits and never try to pass that.

5.1.4 Cultural Acclimatization

The word 'acclimatization' implies the adjustment of an individual in any situation. In simple words, it means cultural adjustment. When a person lives within a culture, they learn behavioural patterns as per the culture of the place. However, when the same person moves to a new place or starts working with an organization, they learn a new set of cultural behaviour and patterns as per that place.

Example: A person (Caretaker) living in a Bengali community will grow in a specific cultural atmosphere. When the same person relocates to Gujarat for a job, he/ she will be subjected to a new cultural atmosphere.

There are mainly four stages of Cultural acclimatization:

1. Initial Excitement/ Euphoria known as the 'Honeymoon' stage: In this phase, one will find:

- » Cooperative atmosphere
- » Interest in learning new things
- » Motivating attitude
- » Intrigued with similarities between your culture and the new culture

2. Hostility/Irritation known as the "Culture Shock": In this phase, one will find:

- » Small differences in your and the new culture
- » Subtle (minute) indications regarding prejudices and stereotypes
- » Feeling helpless

3. Gradual Adjustment, Perspective, and Humor:

- » New culture starts seeping into you
- » Cultural cues become easier for you to read
- » You start adjusting to the new culture
- » You begin adjusting to the emotional side of the new culture

4. Biculturalism and Adaptation, known as the "Feeling at Home"

- » The new culture becomes a part of you and should not affect you negatively
- » You can work with pleasure and full potential

5.1.5 Gender and Age Sensitivity

Gender sensitivity is the act of being sensitive towards people and their thoughts regarding gender. It ensures that people know the accurate meaning of gender equality and judge people based on their capabilities and not gender. In simple words, it is the identification, consideration and acknowledgement of men and women as individuals.

Important Terms

- **Gender Sensitivity:** Gender sensitising is about changing behaviour and instilling empathy into the views that we hold about our own and the other genders. It helps people in examining their attitudes and beliefs and questioning the realities they know. In simple words, it is the identification, consideration and acknowledgement of men and women as individuals.
- **Gender Equality:** It means persons of any gender enjoy equal opportunities, responsibilities and rights in all areas of life.
- **Gender Difference:** It is the basic differences and variances that are based on biological adaptations combined with culture and socialisations between males and females. It remains variable across time and cultures.
- **Gender Discrimination:** It means treating an individual unequally or in a disadvantageous way based on the person's gender. E.g., Paying different salaries for a similar or equal position or job to men and women.

5.1.5.1 Bridging Gender Differences

Men and women react and communicate very differently. Thus, there is quite some work disparity as both the genders have their style and method to handle any situation and perform.

Although, understanding and maturity varies from person to person even between these genders based on their knowledge, education, experience, culture, age and upbringing as well as how one's brain functions over a thought or problem.

Some ways to bridge the gap are as follows:

- Do not stereotype all men and women.
- Always stay aware of the style of communication of every gender– verbal and non-verbal to avoid any miscommunication and work better.
- Always beware of unconscious stereotypes and biases and break past them whenever necessary.
- Recognise different styles of leadership as each one can be beneficial in its way.
- All genders should make room by providing sufficient time and space for the other in order to have each other proper contributions in any matter or situation.
- Always gather information and learn about the communication styles of each gender.
- Considering the impacts of specific cultures and cultural norms with regard to gender and sexual orientation
- Appointing dedicated staff members to implement the gender-sensitive practice, provide training, and provide regular reports on gender initiatives.

Ways to reduce Gender Discrimination

- Taking effective steps against sexual harassment and catcalling on the street by both authorities and individuals. The inaction of bystanders encourages harassment and catcalling in public areas.
- Gender stereotypes are how society expects people to act based on their gender. This can only be reduced by imparting proper behavioural training and the right attitude.

- Objectification of girls (e.g., external looks are brushed and given most importance as a quality in girls) must be called off and girls should be allowed to tell their own stories.

Ways to promote gender equality

- Household chores should be shared by both men and women.
- Signs of domestic violence should be noticed/ understood and help must be sought.
- Protest where possible or safe/ Report chauvinist and racist attitudes.
- Encourage women to go ahead in every field of work and take charge.
- Take part in women empowerment.
- Protest/ Stop masculine and feminine toxicity.

Ways to promote gender sensitivity in the workplace

- Hiring policies should be recreated to increase diversity.
- Providing leadership roles to all genders with equal responsibilities, rights and privileges.
- Payment should be equal for all genders for similar or same job roles/ positions.
- Prioritising work-life balance especially for women such as providing household help to working mothers, easing workload or providing paid leaves to women during first and second days of periodical cycles, providing maternity, etc. Paternity leaves should also be provided to fathers during childbirth.
- Strict and effective workplace harassment and offence policies.
- Providing all employees, irrespective of gender, an open-minded and stress-free environment to work.

5.1.5.2 Vishaka Guidelines against Sexual Harassment

In 2013, the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act was passed broadening the Vishaka guidelines. The Act mandates that every organisation with 10 or more employees set up an internal complaints committee of ICC at each office or branch.

Sexual harassment includes such unwelcome sexually determined behaviour (whether directly or by implication) as:

- Physical contact and advances
- A demand or request for sexual favours
- Sexually coloured remarks
- Showing pornography
- Any other unwelcome physical, verbal or non-verbal conduct of sexual nature

Who is an 'aggrieved woman' as per the Act?

The Act recognises the right of every woman to a safe and secure workplace environment "irrespective of her age or employment/work status". Any woman coming to any workplace "whether in the capacity of regular, temporary, ad-hoc or daily wages basis" is protected under the Act.

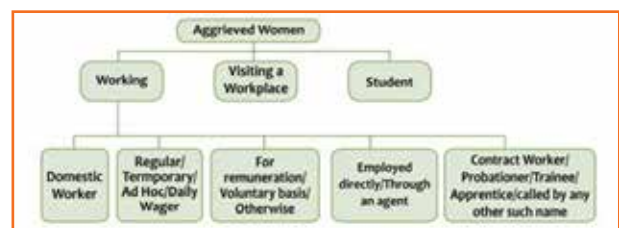


Fig.5.1.4: aggrieved woman

How to file a complaint of sexual harassment at the workplace?

The 2013 Act says the aggrieved woman may make, in writing, a complaint of sexual harassment. However, a written complaint is not mandatory. If she cannot give a written complaint, any member of the ICC “shall” render “all reasonable assistance” to her for facilitating it. Also, if the woman is unable to make a complaint citing “physical or mental incapacity or death or otherwise”, her legal heir may do so.

Time-frame for making a complaint to ICC

The complaint of sexual harassment has to be made “within three months from the date of the incident”. However, the ICC has the discretion to “extend the time limit” if “it is satisfied that the circumstances were such which prevented the woman from filing a complaint within the said period”.

5.1.5.3 Child Sexual Abuse Prevention

Child sexual abuse exploits and degrades children and can cause serious damage to the cognitive, social, and emotional development of a child. In 2012 the government passed the new legislation called Protection of Children against Sexual Offences Act, 2012 (POCSO Act).

The POSCO Act was enacted to address criminalising a range of acts including child rape, sexual assault, sexual harassment, and pornography involving a child (under 18 years of age). The law mandates the setting up of Special Courts to facilitate speedy trials in Child Sexual Abuse cases.

The POSCO Act provides for stringent punishments, which have been graded as per the gravity of the offence.

POCSO Act is also forward-thinking in many aspects, in that, the definition of sexual harassment includes:

- Repeatedly or constantly following.
- Watching or contacting a child either directly, electronically or through other means thus, covering incidents of child harassment via sexting or sexual cyberbullying.

5.1.6 PwD Sensitivity

Some individuals are born with a disability, while others may acquire their disability due to an accident, illness or as a part of the ageing process. People with disabilities may have one or more areas in which their functioning is affected. A disability can affect hearing, sight, communication, breathing, understanding, mobility, balance, concentration or may include the loss of a limb. A disability may contribute to the way a person feels each day and affect their mental health.

Important Terms

- **Persons with Disabilities (PwDs):** As per Section 2(t) of the Persons with Disabilities (Equal Opportunities Protection of Rights and Full Participation) Act, 1995, Persons with Disability means a person suffering from not less than 40% of any disability as certified by a medical authority.
- **Disability:** As per Section 2(i) of the Act, Disability means:
 - » Blindness – Visually impaired
 - » Low Vision
 - » Leprosy Cured
 - » Hearing impairment
 - » Locomotor disability
 - » Mental retardation
 - » Mental illness

- As per clause 7 (1) of the Rights of PwD Act 2016. An appropriate Govt. is required to take measures to protect PwD from all forms of abuse, violence and exploitation to prevent the same.
- As per clause 41 (1) of the abovementioned Act, the Govts are to provide suitable measures to provide:
 - » Facilities at transportation terminals to enable the provision of the accessibility to the services therein in terms of parking, accessing ticketing counters/ machines
 - » Access to all forms of transportation modes, such as ramps and wheelchairs
 - » Accessible roads to provide mobility to PwD
- As per Clause 41 (2), Govt. are also to take measures to provide mobility, such as retrofitting of vehicles/ other transportation means, incentives and concessions and personal mobility assistance
- Persons with disability 40% and above are to be provided with a special Identity Card and Disability Certificate to benefit from the scheme and privileges for them.
- The organisations where the PwD or are inhabited should align themselves with the rights and privileges, and facilities for the PwD as per the above mentioned Act.

5.1.7 PwD Sensitivity

Some individuals are born with a disability, while others may acquire their disability due to an accident, illness or as a part of the ageing process. People with disabilities may have one or more areas in which their functioning is affected. A disability can affect hearing, sight, communication, breathing, understanding, mobility, balance, concentration or may include the loss of a limb. A disability may contribute to the way a person feels each day and affect their mental health.

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 - » Leprosy Cured
 - » Hearing impairment
 - » Locomotor disability
 - » Mental retardation
 - » Mental illness

PwD Sensitivity

PwD sensitivity and inclusion cover instilling empathy, etiquette and inclusion practices for individuals, companies and organisations to interact and work with individuals, who have a disability, which could be sensory, physical and/ or intellectual.

Ways to be PwD Sensitive

- Be respectful to all Persons with Disabilities (PwDs) and communicate in a way that reflects PwD sensitivity.
- Always be supportive and empathetic towards a PwD with their daily chores.
- Always be ready to assist/ help a PwD to help them avail of any benefit/ livelihood opportunity/ training of

any kind that helps them grow.

- Encourage and try to make things easier and accessible to PwDs so that they can do any work without any/ minimum outside help.
- Protest where feasible/ Report any wrong act/ behaviour against any PwD to the right authority.
- Awareness about the laws and acts, policies and schemes about PwDs in India.
- Provide help only when asked for

The Rights of PwD

The disabled persons have inherent rights to respect for their human dignity and irrespective of the origin, nature and seriousness of their handicaps and disabilities, have the same Fundamental Rights such as:

- Disabled persons have the same civil and political rights as other human beings.
- Disabled persons are entitled to the measures designed to enable them to become as self-reliant as possible.
- Disabled persons have the right to economic and social security
- Disabled persons have the right to live with their families or with foster parents and to participate in all social, creative or recreational activities.
- Disabled persons shall be protected against all exploitation and treatment of a discriminatory, abusive or degrading nature.

Some of the Constitutional Rights of Disabled Persons are as follows:

- Prohibition of Discrimination
- Equity in Social, Economic and Cultural Rights
- Right to Work
- Right to Liberty
- Right to Freedom of Expression

Special Benefits for PwD

Several ministries/departments of the Government of India provide various concessions and facilities for PwD that includes:

- Concession on railways
- Air travel concessions
- Postage
- Customs/excise
- Conveyance allowance
- Educational Allowance
- Income tax concession
- Economic assistance by public sector banks

To know more about the benefits and schemes for PwD provided by the Government of India, please refer to the link <http://www.swavlambancard.gov.in/schemes/search>.

Making workplace PwD Friendly

- Make the employees and one more aware of Persons with Disabilities and PwD sensitivity by investing in appropriate training. This training should be conducted periodically.

- Installing and enabling assistive devices in the workplace to facilitate PwDs.
- Make the workplace such as disabled-friendly washrooms and parking, wheelchair accessible doorways, ramps at entries and exits, cafeterias, wide corridors, disabled-friendly workstations, accessible operating or braille buttons in lifts, etc. The range of construction depends on the size and finances of the business or on the employer/ owner's capability to invest in the same. One should do the bare minimum one can.
- Do not make any PwD feel uncomfortable by giving too much attention or less.
- Use a normal tone while communicating with a PwD and treat them as all others keeping in mind their limitations and type of disability.
- Provide help only when asked for.
- Provide equal opportunities and leadership roles.
- Provide honest feedback and appraisal.
- Facilitate their health and well-being.

Myths and stereotypes

We are all individuals with commonalities and differences and that is true for persons with disabilities as well. As a Caretaker, it is important to remember to not show pity or put an individual up on a pedestal – everyone should be treated as equals regardless of one's abilities.

When working with people with disabilities, it is important to avoid stereotypes. To debunk common stereotypes and myths, below are some key items to note about persons with disabilities:

- Persons with disabilities are of all ages, come from diverse cultures and financial backgrounds.
- People with disabilities work.
- People with disabilities have families.
- Not all persons with disabilities are on or receive benefits such as medical insurance, etc.
- People with disabilities have goals and dreams.
- All people with disabilities do not necessarily want or need assistance.
- People who are blind or have low vision may wear glasses.
- People who are deaf may use their voice and may be able to read lips, but not all.
- Not all people who use wheelchairs are completely paralyzed – some may be able to walk short distances.
- Delayed or slow speech is not necessarily a sign of a slowed mental process.
- Persons with learning disabilities can be highly intelligent individuals; they simply have a different way of learning.

Expected Employer behaviour

Employers hire people as Caretakers so that they can avail help when required. In exchange, employees expect a good salary and cordial behaviour from employers. Some of the expected behaviour traits that Caretakers expect from their employers are:

- **Cooperation:** No work can be termed successful if there is no cooperation from the employer's side. This is one of the greatest assets that help people succeed. Cooperation helps to understand the job role better and to complete it within the timeline.
Example: It is the responsibility of the employer to give a brief about the allergic reactions related to specific food items and vaccination details when the Caretaker joins.
- **Polite:** Polite words are always welcomed at work. This is a basic aspect that everybody expects.

- **Dependability:** Dependability at the workplace means that people stick to the words they promise. This establishes the fact that the employer can handle the situation well and efficient enough to provide for the Caretaker during times of his/ her needs.
- **Positive Attitude:** There is a popular saying – “The grass is always green on the other side.” However, people with a positive outlook in life find their side green as well. Employers with a positive attitude can not only supervise the work of the employees but also act as a helping hand to accomplish the given task. A person with a positive attitude looks at the best qualities in others and polishes them to gain success at work.
- **Unbiased:** The employer should always remain fair towards all his/ her employees. One should not adopt practices to favour one employee while neglecting or ignoring the other. This might create unrest in the working environment. Also, the employer should always be fair in making any decisions or judgement for the employee. The employee should always be given a fair chance to talk in a stress-free and confident environment.
- **Decent:** The employer should never present oneself in an improper manner before the employee. One should always respect each other's presence and behave accordingly. The employer should not speak or act in a manner that may make the employee feel uneasy, insulted and insecure.

Exercise

1. Every employee should maintain what at the workplace and should not exchange information outside the workplace?
 - a) Maintenance
 - b) Hygiene
 - c) Confidentiality
 - d) Conciseness
2. Which of the following are the ways to promote gender equality?
 - a) Take part in women empowerment.
 - b) Household chores should not be shared by both men and women.
 - c) No need to Protest/ Stop masculine and feminine toxicity.
 - d) Never encourage women to go ahead in every field of work
3. Which of the following are the important terms about gender and age sensitivity?
 - a) Gender Equality
 - b) Gender Difference
 - c) Gender Discrimination
 - d) All the above
4. Which communication includes all those ways we communicate without words?
 - a) No-verbal communication
 - b) Politeness & precision
 - c) Right medium
 - d) Active listening

UNIT 5.2: Follow Practices of Hygiene

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain personal hygiene.
2. Elaborate about maintaining hygiene at the workplace.
3. Identify the basic healthcare and emergency procedures.
4. Demonstrate the background, symptoms and precautions in case of highly infectious flu such as Coronavirus.

5.2.1 Personal Hygiene

Maintaining hygiene and cleanliness are necessary for both social and health-related reasons. Maintaining both not only helps Caretakers keep the home and living space clean but also ensures that the area is free of dirt, germs and possible infections.

Some of the basic aspects related to personal hygiene are as follows:

- Brush your teeth every morning and evening
- Choose a daily face cleanser
- Wash your hands and feet
- Wipe your hands and feet with a towel
- Moisturize/ powder your hands and feet
- Shower daily
- Wash your private area/ parts.
- Spray Deodorant/ talcum powder
- Wash your clothes after being worn/ used.
- Trim your hair every six weeks
- Clip your finger and toenails
- File your nails, and wash/ sanitise them frequently.
- Wipe your running nose with a tissue
- Cover your cough with a tissue
- Cover your sneeze with a tissue

Personal hygiene is a very important part of grooming standards and ensures the overall quality of services. Some of the steps, which you should consider maintaining personal hygiene, are:








Steps to Maintain Personal Hygiene	
 <p>1. Wash your hands before and after handling food and cleaning toilets</p>	 <p>2. Bathe regularly</p>
 <p>3. Brush your teeth twice a day</p>	 <p>4. Cut fingernails and toenails</p>
 <p>5. Wear a mild deodorant, the smell of which would not irritate or harm the baby</p>	 <p>6. Clean/wash hair</p>
 <p>7. Wash your face daily with a face cleanser</p>	

Fig.5.2.1: Steps to maintain personal hygiene

5.2.1.1 Guidelines to Maintain Personal Hygiene

Maintaining personal hygiene is necessary for many reasons; personal, social, health, psychological or simply as a way of life. Maintaining standard hygiene always helps to prevent the development and spread of infections, illnesses and bad odours.

Cleaning the Head

- Head bath to be taken once or twice a week with shampoo or any other cleansing agent (like shikakai).

Cleaning of Eyes, Ears and Nose

- Wash your eyes with clean water every day.
- Wax gets formed in the ears and blocks the airway which causes pain. Hence clean the ears once a week with cotton buds.
- Nose secretions get dried and form a crust that blocks the nose. Hence clean the nose whenever needed.

Cleaning the Mouth

- Brush twice a day –morning, as soon as you get up from the bed and at night before going to bed. Coal powder, salt, rough tooth powder, etc., when used for brushing lead to scratches in the outer layer of the teeth.
- Wash your mouth with clean water after eating any food. This prevents food particles from settling between the teeth which produce a bad smell, spoil the gums and lead to tooth decay.
- Take a nutritious diet. Eat less sweets, chocolates, ice cream and cakes.
- When you see signs of tooth decay consult a dentist immediately.
- Regular and proper brushing methods help you prevent tartar from settling on the teeth. Consult a dentist for regular cleaning of your teeth.

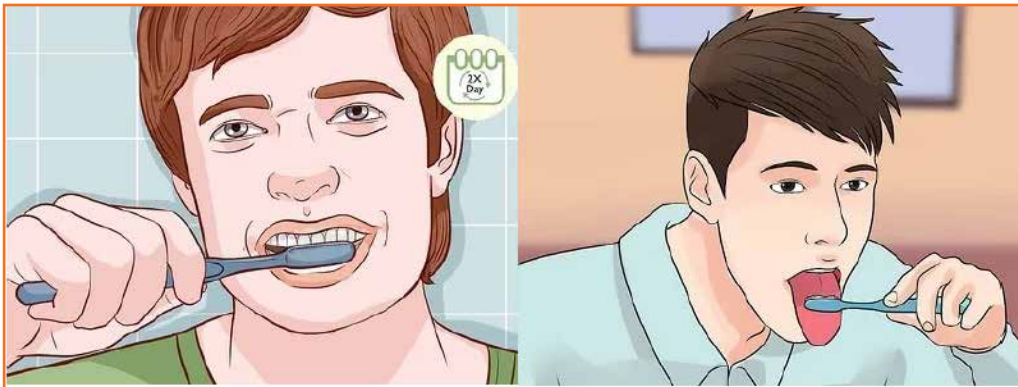


Fig.6.2.2: Cleaning the Mouth

Skin Care

- Skin covers the whole body, protects organs and helps to maintain body temperature. The skin helps to bring out the body's dirt through sweat. In defective skin, the sweat glands get blocked and as a result, sores, boils and acne develop. Take a bath every day using soap and clean water to keep your skin clean.



Fig.6.2.3: Skin Care

- Neem can also be used as a natural alternative to cleanse the skin. One method is to rub the body with neem paste, let it dry, and then have a bath. Another way is to soak some neem leaves in water overnight and have a bath with this water. This keeps the skin clean of most harmful bacteria. A pinch of turmeric can also be added to the water to bring vibrancy to the body.

Washing Hands

- We perform all the activities such as eating food, cleaning after passing motion, cleaning the nose, removing cow dung etc. with our hands. During these activities, many diseases causing germs remain under the nails and over the skin. Washing the hands (above the wrist, in between the fingers and nails) with soap after completion of the activity and especially before cooking and eating food helps to prevent many diseases.
- Cut your nails regularly. Avoid biting nails and nose picking.
- Wash hands before eating or feeding.
- Make safe contact with blood, faeces, urine and vomit and body solutions while caregiving activities.
- After passing motion and urine, wash the parts with clean water and keep the parts clean. Do not forget to wash your hands with soap. Keep the toilets, bathrooms and surroundings clean. Avoid open-air defecation



Fig.5.2.4: Washing Hands

Cleanliness of the Crotch Genitals

- Both men and women are to keep their crotch and genitals always clean.
- Women, during menstruation, should use clean, soft cloth or sanitary napkins. Change the napkins at least twice a day.
- Any infection of the reproductive tract should not be ignored and a doctor should be consulted immediately.

Practice hygiene during cooking

Practice the following hygiene tips during cooking to prevent food contamination, food poisoning and transmission of disease.

- Keep the cooking area and vessels clean.
- Avoid eating/cooking rotten or infested food material.
- Wash your hands before cooking and serving the food.
- Wash the food items such as vegetables thoroughly before use.
- Store the food items properly.
- Check the labels of food items while purchasing to know the 'Best before' date.
- Dispose of the kitchen waste properly.



Fig.5.2.5: Practice hygiene during cooking

Medical hygiene

- Take care of wounds by dressing them using a proper bandage
- Look for the expiry date while purchasing medicines
- Safe disposal of unwanted medicines
- Do not take medicines without a doctor's prescription

5.2.2 Hygiene Practices at the Workplace

There are various things that a person can inculcate as their habit to maintain hygiene. Two common methods that a Caretaker should follow regularly are:

1. Wash and Sanitize hands using suggested material regularly
2. Wash the cups, glasses and other cutlery clean before and after using them

Wash and Sanitize hands using suggested material regularly

Hand washing is an important part of hygiene maintenance. It removes dirt and reduces the chances of spreading germs.



Fig.5.2.6: Wash and Sanitize hands using suggested material regularly

Wash the cups, glasses and other cutlery clean before and after using them

Washing cutlery with anti-bacterial dishwashing soap ensures the removal of impurities and bacteria. This protects the employer from stomach related problems.

You should be careful while washing the glass cups, dishes and cutlery as mishandling may lead to breakage.

Procedure to wash dishes for babies:

- Line the sink with a soft cloth or towel and fill it with warm water to prevent breakage
- Use a mild detergent to wash the glasses one at a time

Background to Flu/ Coronavirus Pandemic/ Epidemics

Periodically the world has been afflicted by the spread of highly infectious and dangerous flu. Some of them are Plague in Europe in the 14th Century, the Bubonic Plague of 1896, the Spanish Flu in 1918-19, and the Covid-19 in 2019. Covid 19 is a highly infectious virus and has dangerously affected 9 million (approx.) lives. 5 Lakh lives were lost over a period of almost six months till Jun 2020. While plague is caused by the bacterium *Yersinia Pestis*, found mostly in rodents, spread mainly by infected fleas. Plague epidemics in human populations can, however, occur when the *Yersinia Pestis* pathogen invades rats.

Coronaviruses belong to a large family of viruses, some causing illness in people and others that circulate among animals, including camels, cats, bats, dogs, etc. Rarely, animal coronaviruses evolve and infect people which then spreads between people as witnessed during the outbreak of Severe Acute Respiratory Syndrome (SARS, 2003) and Middle East Respiratory Syndrome (MERS, 2014). The etiologic agent responsible for the current outbreak of SARS-CoV-2 is a novel coronavirus that is closely related to SARS-Coronavirus.

Aetiology

In humans, the transmission of the SARS-CoV-2/ Covid19 virus can occur via respiratory secretions (directly through droplets from coughing or sneezing, or indirectly through contaminated objects or surfaces as well as close contacts). Current estimates of the incubation period of COVID range from 2-14 days.

Recently WHO has confirmed that SARS-CoV-2 is airborne as well where the infectious particles are dispersed in the air which travels over long distances and time. Please see the below-mentioned link for further details, prevention and precautions.

<https://www.who.int/news-room/commentaries/detail/transmission-of-sars-cov-2-implications-for-infection-prevention-precautions>

Symptoms

Common symptoms include fever, fatigue, dry cough, loose motion and breathing difficulty. Upper respiratory tract symptoms like sore throat, rhinorrhoea, and gastrointestinal symptoms like diarrhoea and nausea/ vomiting are also reported.

During the current novel coronavirus, commonly called Covid19, the Governments imposed a lockdown on the businesses, industry and any other event requiring the gathering of people. This has caused the economic downfall; as such the Governments have allowed commercial activity partially.

Nevertheless, some of the precautions that have been advised are as under:

- Must use reusable / cloth face cover/ face mask.
- Ensure proper cleaning and frequent sanitization of the workplace, particularly of the frequently touched surfaces.
- Cover your nose and mouth with a handkerchief/tissue/ elbow while sneezing and coughing.
- Maintain personal hygiene and physical distancing of a minimum of 6 ft.
- Practice frequent hand washing with soap and water or use alcohol-based hand rub/sanitiser.

- Seating arrangements should ensure the adequate distance between officials in the rooms.
- The gathering of 5 or more persons at any place should be avoided.
- No sharing of food, water or drinks.
- Outside and frozen food or drinks should not be consumed.
- Work from home is advised and should be encouraged as far as possible.
- Meetings should be done through video conferencing only.
- Observe home quarantine as per the guidelines issued by MoH&FM. For home quarantine see <https://www.mohfw.gov.in/pdf/Guidelines>;
- People with two (co) or more (multi) morbidities are very susceptible to the virus. This includes elders above 60 years, children below 10 years and pregnant women. Hence, as per Govt guidelines, they should avoid outside exposure unless for any emergency/ very essential purpose.
- Covid 19 virus is defeated by the immunity, as such, there is a need to improve/ increase immunity when threatened by the virus.

Exercise 

1. Which one of the following is not a hygiene practice?
 - a) Taking shower daily
 - b) Wearing clean clothes
 - c) Trim your nails
 - d) Wearing Branded clothes
2. What precautions should be taken in coronavirus time?
 - a) Regularly and thoroughly wash hands
 - b) Maintain at least 1 metre (3 feet) distance between yourself and others
 - c) Avoid going to crowded places
 - d) All the above
3. Describe briefly how to maintain personal hygiene.

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4. Describe the steps-wise procedure to wash hands

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UNIT 5.3: Professionalism at the Workplace

Unit Objectives

At the end of this unit, the participant will be able to:

1. Identify the ethical behaviour at the workplace.
2. Explain visitors/ guests.
3. Explain social, telephonic and eating etiquette.
4. Illustrate the importance of confidentiality at the workplace.
5. Plan to prioritise the workload.
6. Identify the importance of a positive attitude and punctuality.
7. Demonstrate the need for dressing and grooming professionally.
8. Explain the procedure for reporting to the concerned person.
9. Define the migration-related rules, issues and requirements.

5.3.1 Personal Integrity and Ethical Behaviour

The quality of being honest and truthful with oneself and with the people around you is known as personal integrity.

The application of moral principles in everyday life to balance work relationships and individual relationships with good values and behaviour is known as ethical behaviour. The nature of communication is a considerable aspect. It is possible to be direct and honest without being insensitive.

Ethical behaviour and personal integrity can be seen in a person when they communicate with others. Verbal communication indicates the way of connecting to other people regarding thoughts and verbal actions.

In simpler words, whatever we say to explain our thoughts to others is a part of communication. When we express them in words, it is called verbal communication.

- **Clear:** Speak precisely to convey your message. Allow questions from the recipient of your communication to ensure you are understood.
- **Concise:** Do not ramble. Your important message can be lost in the non-essential information you include.
- **Consistent:** Make the message consistent at all times. If you are narrating an incident that you have observed, to your supervisor, do not change your story to make it sound more dramatic.
- **Credible:** People can tell if your words are sincere or not. Make sure your message is real.
- **Courteous:** Words and phrases such as — “Hello”, “Thank you”, “Please”, “Excuse me”, and “I’m sorry” are easy and effective ways to demonstrate respect. Be courteous when you communicate. It sets the right tone and attitude.

Some of the ways to maintain personal integrity and ethical behaviour are:

- Learn something new every day
- Know the boundaries of your work and work within it
- Speak up when you see instances of unethical behaviour
- Remain focused on your work

- Ask questions and try to find out solutions
- Communicate with your employer regularly
- Understand the requirements of the employer
- Listen to what your employers are conveying to you
- Communicate with civility and honesty
- Do not engage in ethical conflict in your workplace

Dos and Don'ts of Employee's Expected Behaviour

Dos	Don't
<ul style="list-style-type: none"> • Establish good relationships at the workplace • Listen to others and try to understand their perspective • Offer and accept constructive feedback from the family members • Manage performance appropriately • Be cordial to everyone • Always present oneself respectfully and in the best demeanour. 	<ul style="list-style-type: none"> • Leave the household work halfway • Miss the appointment of a doctor • Leave the work for long periods • Leave the work area unprotected • Never say or act in a way that may make others uncomfortable, disrespected or insecure.

Fig.5.3.1: Dos and Don'ts of Employee's Expected Behaviour

5.3.2 Greeting Visitors

"The first impression is the last impression."

This is a well-known phrase that we all are well aware of. This saying fits Indian culture perfectly. Being a Caretaker, you must make the guests at the employer's home feel welcome. Here are a few basic things to consider while greeting guests at your workplace, who are related to the employer.

Acknowledge: Greet the guests cordially and politely.

Enquire who they want to meet: Before letting the guests enter, ask for their name and the person whom they wish to meet.

Enquire the purpose of visit: This is a safety measure to avoid the entry of unknown people into the house.

Politely ask the guest to stay outside: This is a safety measure when you can go back to the house and inform your employer about the waiting guest.

Start the conversation by asking for refreshments, when ushered in: This is to break the ice and initiate a cordial conversation until the employer comes to the living room.

For instance, you can ask about the refreshment that the guest would like to have.

Listen Attentively and Reply Politely

The procedure in effective and active listening is:

- Facing the speaker, speaking, and maintaining eye contact
- Listening to and interpreting the information gathered from the speaker
- Staying alert yet relaxed

- Keeping an open, receiving mind
- Listening to the words/ babbles and trying to visualize what the speaker is saying/ communicating
- Avoiding the practice of interrupting the speaker while he/she is speaking
- Waiting for the speaker to pause and clarify doubts
- Asking questions only to ensure understanding
- Communicating clearly on the issues faced and clarifying doubts
- Empathizing with the speaker
- Providing the speaker with constructive feedback with an effective response.

The barriers to Active Listening are:

- Distractions
- Noise
- Interruptions
- Prejudice and preconceived ideas
- Lack of interest in the conversation (Listener as well as the recipients)

You can provide a tactful response by following the below guidelines:

- Think before you speak.
- Select your words carefully before you speak.
- Always keep a smile on your face while conversing or welcoming guest.
- Do not fall for unnecessary arguments.
- Do not reveal personal information or details of the employer.

5.3.3 Social Etiquette

Etiquette is a code of behaviour that delineates expectations for social behaviour according to contemporary norms within the society or groups.

Proper etiquette is important in a social setting, but it is equally crucial in a professional setting. To achieve success at the workplace, one must be able to adapt to an ever-changing situation and act with confidence. Displaying proper etiquette will get one noticed and being noticed is great for the workplace.

- Greet everyone you meet cheerfully and with a smile at your workplace.
- Always remember 'please' and 'thank you'.
- Always show your appreciation with a smile.
- Small talk and light chitter-chatter at work are essential; it expresses friendliness without demanding attention. Whether the chat is about the traffic or the weather, the vital message is that you are all part of the same team.
- Be polite to hired help like peons, drivers, delivery boys etc.
- Do not talk loudly while talking over the phone or to your colleagues. Talk in a soft and clear voice.
- Take instructions with grace and give instructions gracefully.
- Don't be a whiner who is always complaining and miserable with his/ her lot in life. Do bring a positive attitude to meetings and discussions.

- Don't be rude or sarcastic to say "no."
- Never use words like 'can't' and 'won't', or phrases like 'I'm busy and 'that's not my job'.
- Do not criticize anyone. And if you get criticized, be professional about it. Do not take it personally.
- It is shabby to look through people's computers, emails or letters and don't ever make the mistake of sneaking into people's personal property like handbags or wallets. Be responsible for your property and valuables. If you lose your expensive items, everybody else becomes a suspect and nobody likes being one.
- Never borrow anything at your workplace without permission and when you do always return it in good condition.
- Do not misuse property at your workplace. Keep your workplace orderly. Do not infringe on other people's space.
- Do not get indulged in workplace gossip or discuss delicate topics like religion, politics and money.
- Do not fidget or make unnecessary sounds that can be distracting to your co-workers.
- Maintain stringent standards of personal hygiene. Do clean up after you use the restrooms for the next person.

5.3.4 Telephonic Etiquette

The telephonic conversation is very different from a one-on-one conversation. In a telephonic conversation, you can hear the voice (tone and volume), but you cannot see the facial expressions and body language.

When talking over the phone, you should respond quickly to phone calls and answer calls with enthusiasm, maintaining a professional manner.

Do not indulge in activities such as chewing gum or eating during calls, leaving callers on hold for a prolonged period. Try not to be short with people even during hectic times (being on a long hold for the doctor's appointment). Also, keep personal conversations to a minimum.

As a thumb rule, it is best to deal with the person there face-to-face and then the person on the phone.

Dos and Don'ts for Telephonic Communication

Dos	Don't
<ul style="list-style-type: none"> • The phone should be answered quickly. • Smile even though you are on the telephone. Your tone can convey your emotions. • Sit or stand up straight. This makes your voice clear. • Use a low-pitched voice. • Match your rate of speech to the callers. • Use polite language. • Listen attentively and reply politely. 	<ul style="list-style-type: none"> • Do not eat or chew while talking. • Avoid extremes in volume. Do not be too loud or nearly inaudible while talking. • Ensure not to argue with the person on the other side of the phone.

Fig.5.3.2: Dos and Don'ts for Telephonic Communication

How to answer a call?

Wish according to the time of the day

Hello. May I know who I am talking to? May I know who, you would like to speak to?

Appropriate Tone, Pitch and Language to Convey a Message

Your Voice: Your voice and tone are extremely important when you are speaking on the phone.

Remember to:

- Speak clearly in an even voice, neither too loud nor too soft.
- Smile when you greet each other on the phone. Your annoyance can be heard.
- Your posture can affect your voice too. So make sure you are sitting straight.
- Speak directly into the mouthpiece to make sure that your voice is clear.

Check your Words: Words, once spoken, cannot be taken back. While speaking on the phone, choose your words with care. Take messages with great care, double-checking names and phone numbers.

Check your Body Language: Even if you cannot see the caller and vice versa, body language can be detected over the phone via your tone. As such:-

- Smile as you speak, it will fetch you the right tone.
- Listen to the caller's body language, breathing, pauses, etc.
- Focus on your conversation.

Limitations Telephonic Communication

- Possible background noise
- Not being face-to-face with the caller
- Adverse effects of possible differences in language/ tone and accent
- Being distracted by things around you

Reduce difficulties:

- Listen attentively and with empathy
- Avoid distractions
- Use a good telephone set to minimise background noise
- Concentrate on your conversation
- Speak clearly and check for understanding

5.3.5 Confidentiality

Employees will assist their employer/client in the privacy of the employer/client's home. To adequately provide care support the employee will be privy to personal information about the employer/client, including information about health conditions, personal care and living arrangements. To maintain a good relationship, the employee is expected to respect the necessity to keep all personal information confidential.

Confidential means to be kept private. To assure that confidentiality is maintained, the Caretaker /employee should follow these guidelines:

- Never share information about the employer/client with the employer/client's family or friends unless requested by the employer/client.
- Never share information about an employer/client with the employee's family, friends, or other members of the community.
- The Caretaker should guard information about clients all the time, even in the privacy of your own home.

- Keep information away from anyone who does not have the right to see it and never discuss diagnosis or cares with someone who is not a part of their health care system

Confidentiality can be broken by:

- Talking in front of a client where others might overhear
- Talking to co-workers, other clients, family members, etc.
- Records left in a public place

Caretaker/employees are expected to practice good professional boundaries at all times this includes keeping personal information regarding themselves and the employer/client PRIVATE!

Best Practices:

- Get authorization from your client before giving out any information
- Think of the client's medical information as something they own
- Be careful of messages or discussions that you have
- Never leave charts, papers or computers screen available for others to see
- Be careful with what you say

5.3.6 Positive Attitude and Punctuality at Work

"The largest part of your overall health is from your mental health. Having positive mental health gives us the motivation to do our best. It also makes us strive to do better."

A positive attitude is a state of mind that emphasizes on being certain and positive, without being intolerant and overconfident.

It helps people build confidence in their workplace. It is a way of living life and choosing to see the brighter things in life. Someone with a positive mental attitude is considered likely to treat others with unconditional positive regard, a method of client-centred therapy developed by a humanist psychologist.

If you want to have a positive attitude, your vocabulary must be consistently positive. Therefore:

- Stop using negative phrases such as "I can't," "It's impossible," or "This won't work." These statements program you for negative results.
- Whenever anyone asks "How are you?" rather than "ठीकहीहै", "गुज़र रही है", or "Okay, I guess" respond with "Fine, thanks", "Terrific!" "बहुतअच्छे" or "बढ़िया!"
- When you're feeling angry or upset, substitute neutral words for emotionally loaded ones. Rather than saying "I'm enraged!" say "I'm a bit annoyed/displeased..."

A positive frame of mind helps in a lot of ways, such as:

- Expecting success and not a failure
- It makes you feel inspired
- It gives you the strength not to give up if you encounter obstacles on your way
- You regard failure and problems as blessings in disguise
- Believing in yourself and your abilities
- You show more self-esteem and confidence
- You look for solutions, instead of dwelling on problems
- You see and recognize opportunities

Some of the ways to maintain a positive attitude at the workplace are:

- Mix up/ socialize with people, who demonstrate a positive attitude.
- Start believing in yourself and try to stretch your limitations.
- Be happy and see the positive side of life.
- Learn from various aspects that come in your life.
- Stop complaining, embrace the problem, and look for solutions instead of being dejected.
- Analyse and prioritize your goals, and try to reach them.
- Take responsibility and complete the work successfully.
- Be good to others.
- Respect all, whether elders, peers, equals, youngsters, and whether known personnel or strangers, irrespective of caste, culture, religion or language.
- Know what to speak to others.
- Breathe deeply and meditate if you feel the pressure building up within yourself.

Punctuality

Punctuality is the behavioural trait that encourages a person to always be “On Time”. It inculcates the habit of deadline adherence and effective time management, thus inspiring to complete tasks as per given time and standards. Practising punctuality can be an efficient tool in delighting customers and earning their praise, retention, and loyalty. Some of the ways to maintain punctuality are: -

- Make it a habit of being on time or early, if possible
- Learn the appropriate way to manage work, such as preparing a timetable and following the same.
- Set reminders (on calendars/ smartphones).
- Make a list of tasks that you need to complete in a day.

5.3.7 Dressing Professionally

Grooming implies the things that you do to make your appearance clean and neat. In a bigger sense, grooming is preparing or training someone for a particular purpose or activity.

Proper Grooming Tips for Men

- Hair should be neatly trimmed, clean and combed.
- The hair on the crown or sides of the head should be neatly groomed and trimmed so as not to cover any portion of the ear. Hair in the front shall be groomed so that it does not touch the eyebrows.
- Hairpieces or wigs, if worn on duty, should conform to the same standards as those for natural hair. If worn, it should be neatly trimmed and should not extend below the middle ear. Sideburns should be of even width and end in a clean-shaven horizontal line.
- Flashy and bright-coloured clothes should be avoided.
- One wristwatch may be worn.
- Jewellery should be reasonable and should not create a safety hazard.
- Jewellery that is offensive or derogatory for others should not be worn while handling babies.

Proper Grooming Tips for Women

- No exotic hairstyles would be permitted.
- Hair should be tied all the time. It is to ensure that hair does not fall into food during preparation.
- Jewellery should be reasonable and should not create a safety hazard.
- Jewellery that is offensive or derogatory for others should not be worn while handling babies.



Fig.5.3.3: Hair bun



Fig.5.3.4: Jewellery

- Fingernails should be clean and neatly trimmed and should extend no farther than ¼” beyond the tip of the finger.
- Fingernails should not be shaped in a manner that may present a danger to the babies, or that will interfere with the assigned duties.
- Nail polish, if worn, should be of a neutral colour and should contain no designs or ornamentation.
- If a perfume is applied, it should be subtle. It should not irritate the employer.

5.3.8 Why Report?

Reporting certain incidents is a legal requirement. The report informs the concerned authorities about incidents, injuries, occupational diseases and dangerous occurrences, so they can identify where and how risks arise, and whether they need to be investigated.

This Health and Safety Reporting accidents and incidents at work allow the enforcing authorities to target their work and provide advice about how to avoid work-related accidents, injuries, ill health and accidental loss.

What work-related accidents must be reported?

An accident is a separate, identifiable, unintended incident that causes physical injury. This specifically includes acts of non-consensual violence to people at work.

Not all accidents need to be reported, a report is required only when:

- the accident is work-related; and
- it results in an injury of a type that is reportable (as listed under ‘Types of reportable injuries’).

When deciding if the accident that led to the death or injury is work-related, the key issues to consider are whether the accident was related to:

- the way the work was organised, carried out or supervised;
- any machinery, plant, substances or equipment used for work; and
- the condition of the site or premises where the accident happened.

When working as a Caretaker, you should report incidents to the Police and the other organisation related to the accident/ incident, such as the fire brigade, electrical and LPG distribution department.

5.3.9 Migration-Related Issues

Migration is the movement of people from their home boundary to a new location in search of work or other reasons. In India, it is essentially inter and intrastate migration. It can generally be from rural to urban/ industrialized areas in search of jobs. It can be semi-permanent or permanent.

This change of location not only comes with good opportunities but also brings varied problems. Some of the issues/ aspects of interstate migration are like:-

- Culture shock
- Difficulty in communication, if the language is different (interstate migration)
- Transportation
- Difficulty in finding community support
- Lack of compatibility between employer and employee
- In certain cases, exploitation, forcing Caretakers to live in unsuitable conditions
- Lower wage rate than expected or promised

Basic Banking Activities

Every Caretaker should be able to handle and perform banking activities. This is a basic skill that he/ she should have to handle his/ her financial aspects. A Caretaker with appropriate banking knowledge can send money to his/ her family or transact in other financial activities like RD (Recurring Deposit), FD (Fixed Deposit), etc.

Filling in pay in slip

- Take a pay-in slip from the bank account that you possess.
- Write down the information in the pay-in-slip (areas highlighted in red). Date of deposit
 - » Branch name
 - » Account holder's name
 - » Account number
 - » Amount in numerical
 - » Amount in words
- Apart from these details, you will be required to fill in your phone number and complete it with your signature.

Remittance procedure followed by banks

The image shows two examples of HDFC Bank deposit slips. The left slip is for a deposit of 5,000 rupees, and the right slip is for a deposit of 4,000 rupees. Both slips include fields for account number, date, name, and amount in words and numbers.

Left Slip (5,000 Rupees):

- Account Number: 151200001204673
- Date: 22/07/2020
- Name: Ram Kishan
- Amount: 5000 x 2 = 1,000 (Total: 5,000)
- Amount in words: Five thousand only

Right Slip (4,000 Rupees):

- Account Number: 151200001204673
- Date: 22/07/2020
- Name: Ram Kishan
- Amount: 2000 x 2 = 1,000 (Total: 4,000)
- Amount in words: Four thousand only

Fig.5.3.5: Deposit slip

- Log on to the online or net banking account.
- Add the beneficiary (person or company to whom you want to transfer money) as a payee from the "Add New Payee" section.
- In the relevant fields, add details like Inter Bank Transfer Limit
 - » IFSC code
 - » Beneficiary Account Number
 - » Beneficiary Name
- Enter the IFSC code of the bank branch
- Click the button "accept Terms of Service (Terms & Conditions)"
- Click Confirm
- In the provided mobile number, a password of high security is sent.
- After the option of added beneficiary gets activated, funds can be remitted by selecting the transaction type (NEFT/ RTGS) from the 'Payments/Transfers' tab.
- Select the beneficiary account, enter the amount, and click on 'accept Terms of Service (Terms & Conditions)'.
 • Finally, click the confirm button.

Business Contact List and Relevant Helpline Numbers

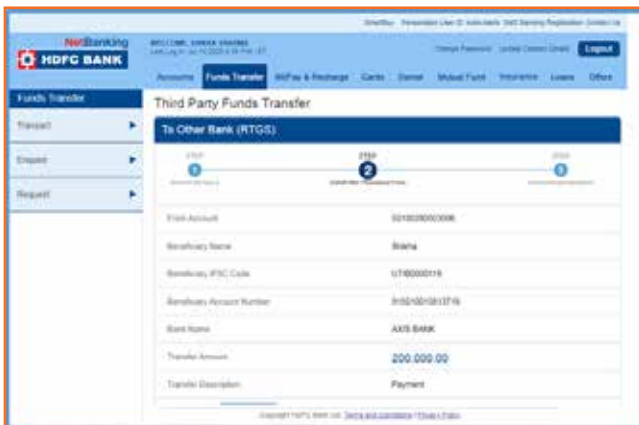


Fig.5.3.6: Third party transfer

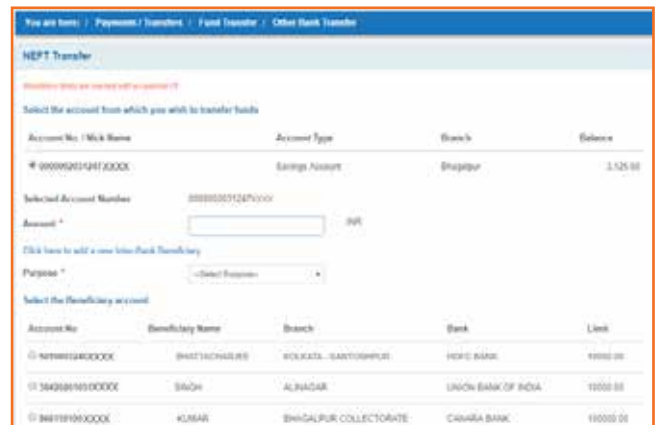


Fig.5.3.7: NEFT transfer

It is a basic safety measure to be well aware of the emergency numbers to call for help when required. Here are a few helpline numbers that are used all over India.

- | | | | |
|-------------------------|----------|------------------------|------|
| • Anti-Terror Helpline: | 1090 | • Child Helpline: | 1098 |
| • Traffic Police: | 1095 | • Fire Service: | 101 |
| • Police Control Room: | 100 | • Medical Helpline: | 108 |
| • Ambulance Helpline: | 102 | • Disaster Management: | 108 |
| • Women's Helpline: | 181/1092 | • General Emergency: | 112 |

Summary

- Before letting the guests enter, ask for their name and the person whom they wish to meet.
- Active Listening is one of the most crucial components of communicating effectively as babies cannot communicate properly their needs, as others can.
- Grooming implies the things that you do to make your appearance clean and neat.
- Jewellery should be reasonable and should not distract others from professional appearance, disrupt the workplace or create a safety hazard.
- A positive attitude helps people build confidence in their workplace.
- Personal hygiene is a very important part of grooming standards and ensures the overall quality of services.
- Effective communication teaches people the appropriate way to share or exchange information.
- Verbal communication refers to our messages through listening, speaking or writing.
- Communicating by telephone is approximately 25% words and 75% the way the words are spoken or the tone of voice.
- Implementing good time management methods allows you to accomplish more in a shorter period.
- Time management is the key to success.
- Integrity talks about following moral conviction and doing the correct thing.
- Every employee should be sensible enough not to discuss work-related information even with colleagues without proper permission.
- The word 'acclimatisation' implies the adjustment of an individual in any situation.
- Gender sensitivity is the act of being sensitive towards people and their thoughts regarding gender.
- Migration is the movement of people from their home boundary to a new location in search of work/ other reasons.

Exercise

1. What states the movement of people from their home boundary to a new location in search of work/ other reasons?
 - a) Escape plan
 - b) Migration
 - c) Settlement
 - d) Transfer
2. A Caretaker should follow one of the following practices at the workplace
 - a) Listen to others and understand other's perspective
 - b) Leave the work area unprotected
 - c) Offer and accept constructive feedback
 - d) Manage performance appropriately

- 3. Every employee should maintain what at the workplace and should not exchange information outside the workplace?
 - a) Maintenance
 - b) Hygiene
 - c) Confidentiality
 - d) Conciseness

- 4. Which one of the options signifies 'A' in SMART goals?
 - a) Achievable
 - b) Attractive
 - c) Actionable
 - d) Alluring

5. List the information that one should write when filling out a pay-in-slip (bank deposit form).
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.....
.....
.....

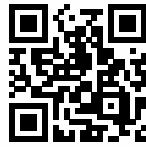
6. Identify the ways to handle common communication issues.
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7. Recognize the hygiene practices that a Caretaker should follow regularly.
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8. Why do you think that a Caretaker should maintain ethical behaviour and personal integrity?
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9. Explain why Caretakers must practice Age and Gender sensitivity.
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Scan the QR Codes to watch the related videos



Personal Hygiene

Notes



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6. Maintain a Clean and Secure Working Environment



Unit 6.1 - Safety and Security at the Workplace

Unit 6.2 - Waste Management and Cleanliness

Unit 6.3 - Promoting Wellbeing



Key Learning Outcomes

At the end of this module, the participant will be able to:

1. Explain how to identify unsafe conditions and hazards in the households/ workplace, and various safety measures to deal with them.
2. Discuss the various responses to different emergencies/ hazards.
3. Describe the causes of fire and the various fire extinguishants.
4. Describe how to carry out first aid, ABC procedure and CPR (Cardiopulmonary Resuscitation).
5. Explain environment-friendly practices to minimise pollution of air, water, noise, earth etc.
6. Describe different types of waste, their segregation, and applying 3 Rs (reduce, recycle and re-use) of waste management.
7. Discuss the methods of keeping the workplace bugs/ germs/ rodent-free.
8. State the importance of conservation.

UNIT 6.1: Safety and Security at The Workplace

Unit Objectives

At the end of this unit, the participant will be able to:

1. Identify the importance of maintaining health and safety at the workplace.
2. Identify the common safety breaches and unsafe acts/ conditions and ways to prevent them.
3. Explain the basic emergency procedures.
4. Elaborate about basic fire awareness.
5. Demonstrate first aid activities.
6. Explain about Cardiopulmonary Resuscitation (CPR).
7. List the helpline numbers.

6.1.1. Health and Safety at Workplace

Workplace safety is a composite field related to the safety, health and welfare of people at work. It narrates the strategy and methods in place to ensure the health and safety of employees within a workplace.

Workplace safety includes employee awareness related to the knowledge of basic safety, workplace hazards, and risks relating to hazards, implementation of hazard preventions, and putting into practice necessary safer methods, techniques, processes, and safety culture in the workplace.

It also includes safety rules and regulations designed mostly based on existing government policies. Every organization puts in place a number of safety rules and regulations for its people. Safety training and education for employees is imparted periodically to make them aware of and update them with the latest safety measures.

Importance of following measures of safety and security at the workplace

Before analysing various aspects of workplace safety, it is important to know the reasons for ensuring safety in life.

- **To Say no to Accidents:** Accidents are fallouts of carelessness and lack of responsibility. When rules are not followed as per required safety norms we end up getting injured or even ending our valuable lives.
- **To have Longevity in Life:** We should take care of ourselves everywhere we are and of others for leading a safe and meaningful life.
- **To create Public Awareness:** Promotion of safety norms everywhere creates public awareness and discipline. It is true of workplaces and motivates new employees to take up safety measures necessary for their safety.
- **To avoid loss of Property and Life:** The basic aim of safety measures is to prevent the occurrences of mishaps and hazards that sometimes cause heavy loss of life and property.
- **To Devise Planning for Safety:** The need for safety paves the way for devising effective planning for the all-around safety of employees in an organization.

6.1.2 Basic Emergency Procedures

There are number of emergencies which may happen at the house, but following are the most basic ones and how would you deal with them, if there is no one at home.

1. **Power Failure:** If there is sudden power failure in the house and no one is there except you, following are the steps you should take to deal with it:
 - Check if your neighbors have electricity or not. If they have, it could be a problem of your house only.
 - Pick the torch, switch the emergency lights (if available) or get the matchbox and lit the candle, so that you can at least see the way and do not fall on something.
 - Check the MCB as it might get tripped. If so you need to pull it up.
 - If you have Fuse System or not able to check the MCB, call the employer and ask if they could come home or ask their permission to call any neighbor to help you.
 - If you are calling any local electrician, it would be better if you ask any neighbor to be with you when the electrician is repairing.
 - You should switch off all the electrical appliances like Television, Refrigerator, etc. You can switch them on once the electricity is restored.
 - If the problem is not of your house, you can call the customer care of electricity Supplier Company and check when the power will restore.
 - Lock the main door and windows from inside as it will protect you from any intruder.
 - Don't open the door to any unknown person.
2. **Choked Toilet or drain:** Most of the times when we are expecting a guest or throwing a party, we get to know that either the toilet or the kitchen drainage is clogged. It is a very irritating situation as we are not prepared for this. Below are the few steps you should take to deal with such issues:
 - First of all, make a habit to clean the kitchen drainage regularly, so that you may not face this unexpected problem.
 - But if it has happened, you can use a plunger and drainage cleaning solution (available in the market in sachets) to open it. By using both these things, you can open the kitchen drainage/ sink pipe.
 - Unclogging a toilet is a difficult task as it needs to be done by an expert. So you should call the person who could repair it.
 - But for smaller issues, you could try to make a solution of soap and bucket full hot water, and throw it in the toilet bowl with a bit pressure. It will open the small clogging of the toilet.
 - Gas Leak- If you smell gas leak in the kitchen, you should take the following steps:
 - You must not switch on or switch off any electrical point
 - Turn off the gas regulator knob.
 - Open all the windows and leave the kitchen.
 - Call the customer care of your gas supplier and register your complaint.
 - Inform the family members and ask them not to go to the kitchen.
3. **Fire:** Fire could be one the most dangerous emergencies at home as there are following top reasons a house can catch on fire like and the precautions you should take:

Precautions:

 - **Cooking on gas top:** You should be near the gas stove when cooking as leaving it could distract your attention to something else, and you may forget about the pan on the gas stove.

- **Heating of home in winters:** Heaters are the most common reason for a home fire in winters. To avoid this always keep the heaters away from furniture and curtains/ bed sheets etc. You must switch off the heater before going to sleep.
- **Smoking:** If there is any smoker in the house, ask that person to smoke outside as smoking is not only injurious to health but also a very common reason for the home fire.
- **Short Circuits:** Faulty electrical wiring could be the reason for short circuits, so always get the electrical wires checked and replaced if defective. Otherwise, it could lead to a home fire.
- **Candles:** Burning open flame candle could be very dangerous, so either try not to use them or blow off the candles before leaving the room.

6.1.3 Basic Emergency Procedures

Fire is a chemical reaction that requires three elements to be present for the reaction to take place and continue.

Fire Triangle

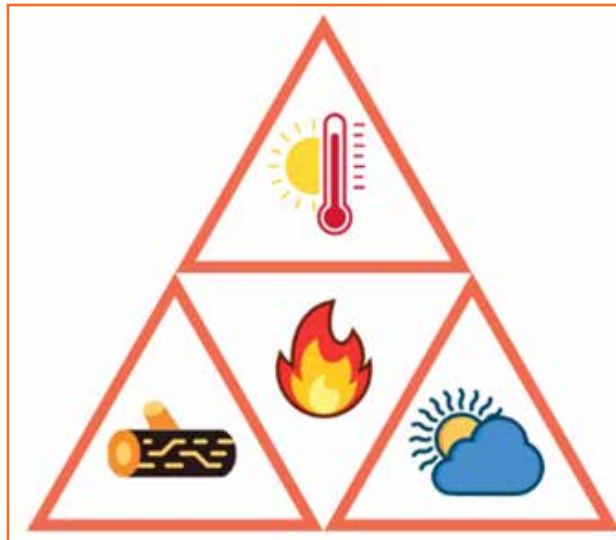


Fig.6.1.1: Fire Triangle

Heat

A heat source is responsible for the initial ignition of fire and is also needed to maintain the fire and enable it to spread. Heat allows a fire to spread by drying out and preheating nearby fuel and warming the surrounding air.

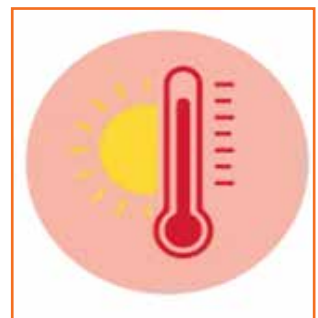


Fig.6.1.2: Heat



Fig.6.1.3: Fuel

Fuel

Fuel is any kind of combustible material. It's characterized by its moisture content, size, shape, quantity and arrangement in which it is spread over the landscape. The moisture content determines how easily it will burn.

Oxygen

Air contains about 21 percent oxygen, and most fires require at least 16 percent oxygen content to burn. Oxygen supports the chemical processes that occur during a fire. When fuel burns, it reacts with oxygen from the surrounding air, releasing heat and generating combustion products (gasses, smoke, embers, etc.). This process is known as oxidation.

These three elements typically are referred to as the “fire triangle.” Fire is the result of the reaction between the fuel and oxygen in the air.



Fig.6.1.4: Oxygen

6.1.3.1 Causes of Fire

- **Electrical:** E.g. overloading of circuits, faulty old or bad connections causing sparks or generating a heat source, poor maintenance, lack of ventilation and cooling, static electricity etc.



Fig.6.1.6: Heating Appliances



Fig.6.1.5: Electrical fire

- **Heating Appliances:** For example clothing left on boilers to dry, no sparks guards on open fires or stoves, left unattended while cooling, sited close to combustible materials, faulty temperature control etc.

- **Process Dangers:** E.g. overheating of machinery, heat generated by friction, uncontrolled sparking, breakdown in the cooling process, chemical reaction, poor quality ventilation and temperature control etc.



Fig.6.1.7: Process Dangers



Fig.6.1.8: Flammable Dust

- **Flammable Dust:** E.g. poor extraction, process proximity to heat or spark source, no containment system, no monitoring or measuring system etc.

- **Carelessness:** For example smoking, inadequate precautions while welding, drilling or cutting, horseplay or interference with safety equipment, removal of guards etc.
- **Bad Housekeeping:** For example lack of maintenance of work area and equipment, oil/fuel leaks and spillage are ignored, overflowing bins and wastebaskets, no safety procedures for disposing of combustible waste etc.
- **Spontaneous Combustion:** For example chemicals not stored at the correct temperature, chemicals mixed incorrectly, combustible materials or waste left unattended etc.
- Poor judgment and human error
- Failure to follow instructions
- Misuse of faulty electrical equipment
- **Electrical Appliances:** Many fires started by electrical appliances are associated with lamps and heat developed by a filament. Portable lamps are a frequent source of trouble the common causes are as follows:
 - » Lead wires damaged
 - » A lamp was taken into the atmosphere which has explosive dust, gas or vapor.
 - » Bulb loose in the socket
 - » Bulb broke






Fig.6.1.9: Electrical Appliances

6.1.3.2 Classification of Fire and Fire Extinguishers/Extinguishants

Before we move forward and study fire prevention and the safety equipment required for the same, we need to understand the different types of fire. This information is extremely important as it can help you choose the appropriate means to extinguish the fire.

Classes of Fire

<p>Class A</p> <p>Fires are related to solid materials (wood, paper, cloth, trash, rubber and plastics, charcoal, etc.)</p>	
<p>Class B</p> <p>Fires are related to flammable liquids (paint, diesel, gasoline, petroleum oil, and pain)</p>	
<p>Class C</p> <p>Fires are related to flammable gasses (energized electrical equipment like motors, appliances, transformers, propane, and methane). Electrical equipment such as appliances, wiring, breaker panels, etc.</p> <p>These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity)</p>	






<p>Class D</p> <p>Fires are related to flammable metals (combustible material like aluminum, sodium, potassium, magnesium).</p> <p>These fires burn at extremely high temperatures and require special suppression agents.</p>	
<p>Class E</p> <p>Fires are related to electrically energized objects, wiring, and electrical appliances.</p> <p>These fires are caused because of faulty heaters or electrical appliances overheating</p>	
<p>Class K</p> <p>Fires related to cooking oil and greases like vegetable fat and animal fat.</p>	

Fig.6.1.10: Classification of Fire

6.1.3.3 Fire Extinguisher

Fire extinguishers are designed to tackle specific types of fire. There are five different classes of fire and several different types of fire extinguishers.

Types of Fire Extinguisher	Identification		
	Use	Fire Class	Colour Code
<p>Water Extinguisher</p> 	<ul style="list-style-type: none"> Water removes heat and extinguish the fire. Water must not be used on fires involving live electrical equipment as it can cause electrocution. Water must not be used on metal fires. 	Class A fire	Signal Red
<p>Dry Chemical Powder (DCP) Extinguisher</p> 	<ul style="list-style-type: none"> DCP extinguishers puts out fire by coating the fuel surface with chemical powder. This separates the fuel from the oxygen in the air and prevent vapor formation. 	Class B & C fire	Red with a blue panel above the operating instructions



<p>Foam Type Extinguisher</p> 	<ul style="list-style-type: none"> The extinguishing agent is aqueous film forming concentrate in water which forms air foams when discharged through an aspirating nozzle. It has a blanketing effect excluding oxygen from the surface of the fuel as it spreads on the fuel. Prevents vapour formation from the surface of the burning liquid. 	Class A & B fire	Red with a cream panel above the operating instructions
<p>Carbon Dioxide Extinguisher</p> 	<ul style="list-style-type: none"> CO2 extinguish the fire by displacing oxygen in the surrounding air. Its principal advantage is that it does not leave any residue. Can be used on electrical/electronic equipment. CO2 is not suitable for fires involving metals. 	Class B & C fire	Red with a black panel above the operating instructions
<ul style="list-style-type: none"> Special Dry Powder 	<ul style="list-style-type: none"> Special extinguishing agents are used for extinguishing metallic fires. Dry powders extinguish the fire by forming a crust on metal surface excluding air and also absorbs heat from the metal surface. 	Class D fire	Red with a blue panel above the operating instructions

Fig.6.1.11: Fire Extinguisher

Correct Use of a Fire Extinguisher

The method of using a fire extinguisher is to follow P.A.S.S.

PASS is the acronym for, Pull the Pin (P), Aim (A), Squeeze (S) and Sweep (S)

- 1. Pull the Pin.** To use an extinguisher correctly, the first step is to pull the handle's pin.
- 2. Aim.** The next step is to aim the extinguisher's nozzle. The direction should be towards the fire's base. This is because the sprayed foam at the top will diminish or extinguish only the fire at the top. This will not serve the purpose for which the extinguisher is used. The burned down flame may spring up to life if it gets enough oxygen or any combustible material.
- 3. Squeeze.** Then, in an extremely controlled manner, you need to release the agent. This can be done by squeezing the trigger.
- 4. Sweep.** If you see in the second step, you already read that you should direct the nozzle at the fire's base. You will sweep the extinguisher's nozzle from left to right. Continue with this process until you put out the fire. You need to act fast as most extinguishers' discharge time is nearly 10-20 seconds.

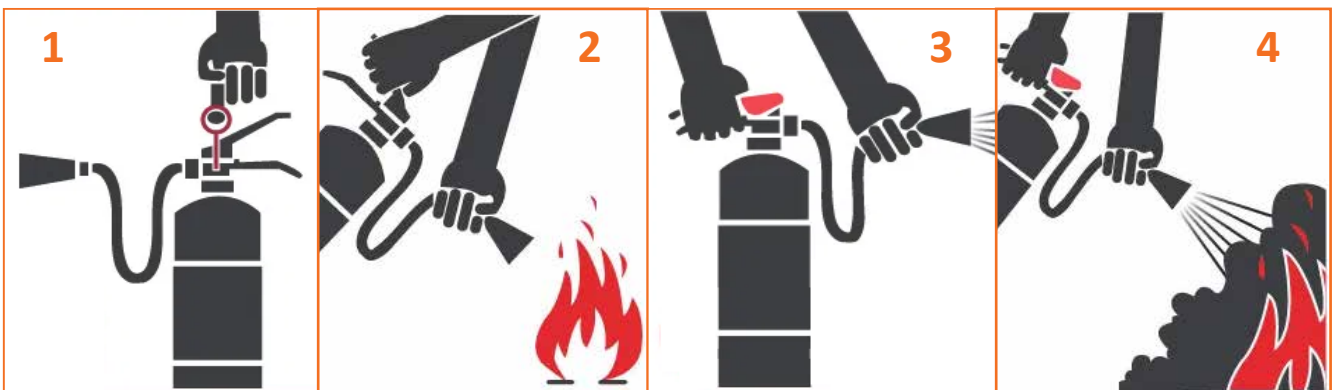


Fig.6.1.12: Correct Use of a Fire Extinguisher

How to deal with fire

If the house has got fire, you need to follow the following procedure:

- If the fire is very small and can be handled, you should deal with it yourself. Otherwise, you should come out of the house with other family members.
- Call the Fire Brigade and also the neighbours for help.
- If your clothes caught fire, lie down on the floor and roll around so that the flames may smooth.
- If you are trapped in a fire in a room, bend down on your knees and try not to inhale the smoke as much as possible.
- You should crawl toward the exit as soon as you can.
- You can use the fire extinguisher on the small fire, but you should get yourself trained on it.

6.1.3.4 Methods of Starving Fire

On discovery of a fire, everything possible should be done to starve the fire by removing the oxygen and combustible material. The prevention procedure is as follows:

- Close all the doors and windows;
- Cover small fires with a blanket or other suitable objects;
- Cool the fire down;
- Remove combustibles;
- Switch off all electricity main switch; and
- If available, use the appropriate extinguishers.

Remove bystanders from the danger area to a safe place. Keep an access route open for the fire brigade or emergency services and look out for looters as people may take advantage of the confusion caused by the fire to steal valuables.

6.1.3.5 Fire Emergency Procedures (Dos & Don'ts)

The general principles (dos and don'ts) when conducting basic fire-fighting is as follows:

Dos	Don'ts
<ul style="list-style-type: none"> • Ensure the backup assistance is available before tackling a fire; • Ensure that an escape route is available before tackling the fire; • Follow instructions on the extinguisher's label; • Apply the extinguisher medium to the base of the flames and move the nozzle in a rapid side-to-side action; • Drive the flames away from you; • For vertical fires, start at the base of the flames and move upwards; • If the fire is outdoors, approach the fire from the windward side; • When approaching the fire, adopt a crouching position that protects against heat and smoke; • Keep alert for any changes in the fire pattern; • When tackling a fire involving electrical equipment, isolate the power as soon as possible to prevent re-ignition; and • Ensure that the fire has been completely extinguished and no spark remains. 	<ul style="list-style-type: none"> • Do not place yourself at risk; • If the fire is too big, evacuate the area immediately; • Never tilt or invert any extinguisher during operation unless it is the turnover type; • When extinguishing the fire of a flammable spillage, never walk on the liquid spillage. This can prevent injuries in the event of the flames flashing back; • When tackling flammable liquid fires using a controllable discharge type extinguisher, spray the medium until the fire is completely extinguished; and • After the fire has been extinguished, back off slowly and never turn your back on it.

Fig.6.1.13: Emergency Procedures (Dos & Don'ts)

Fire Evacuation Steps

The sequence of an Evacuation situation is:

- Detection
- Decision
- Alarm
- Reaction
- The movement to an area of refuge or an Assembly station/ Area
- Transportation

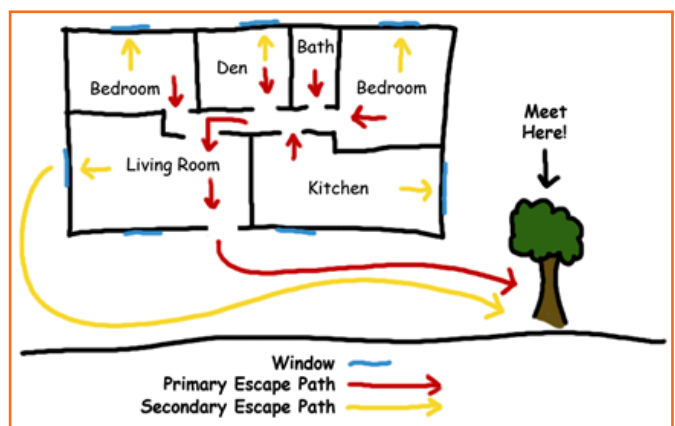


Fig.6.1.14: Fire Evacuation Steps

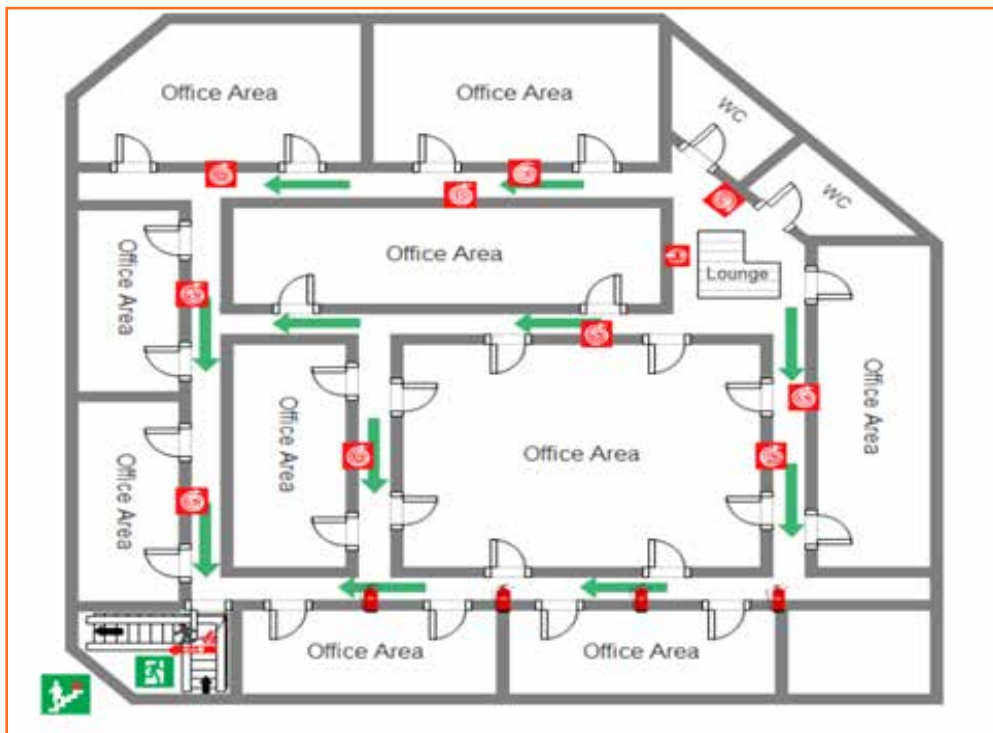


Fig.6.1.15: Building drawing

Rescue Techniques during Fire Hazard

Responding to Fire:

- The Fire Alarm System must be initiated, and an alert must be raised.
- A safe evacuation path must be identified before dealing with the fire.
- The appropriate class of Fire extinguishers must be chosen.
- The P.A.S.S technique must be adopted for extinguishing the fire.
- Immediate evacuation must be initiated if the extinguisher is exhausted and the fire still exists.
- Call the security or local emergency services.
- Summon the fire fighting services at the earliest.
- Stay as far as possible from smoke, because the smoke may comprise toxic gasses.
- Cover your mouth and nose with a damp cloth.
- Look out for the nearest emergency exit routes and call out for people, who you can take along with you.
- While opening a door, first touch the door with the back of your palm.
- Start moving out of the building carefully.
- Always use a staircase and not the elevator.
- Do not rush.
- As you move out of the building, gather people, whoever you come across.
- Always move downstairs and avoid returning to the burning premises, until the fire-fighters arrive.

Initiate Evacuation:

- Stop your work immediately but do not panic.

- Gather and carry only the most important items like a cell phone before leaving.
- Leave the house via the nearest door bearing an "Exit" sign.
- Call 101 for a fire emergency or 108 for other natural disaster help.
- Incorporate first aid treatment to the affected people or self, if needed.

Emergency Evacuation Process

- On hearing an evacuation alarm or instruction of any people inside or outside the house regarding fire, immediately cease all activity and secure personal valuables.
- Assist any person in immediate danger, but only if safe to do so.
- If practical, and only if safe to do so, secure any activity or process that may become hazardous or suffer damage if left unattended as a consequence of evacuation.
- Act under directions given by emergency control personnel and evacuate the building immediately.
- Assist with the general evacuation if directed to do so by emergency control personnel.
- Assist with the evacuation of disabled occupants.
- In a fire, do not use a lift to evacuate a building.
- Move calmly to the nominated evacuation assembly area and do not leave the evacuation assembly area until the all-clear has been given.
- Follow the instructions of relevant emergency services personnel and campus emergency control personnel.

6.1.4 First Aid

First aid is the assistance given to a person experiencing an unexpected illness or injury to save life, prevent the condition from worsening, or to promote recovery.

Vital Signs

Vital Signs	Good	Poor
Heart Rate	60-100 beats per minute	Less than 60 or greater than 100 beats per minute
Respirations	14-16 breaths per minute	Less than 14 breaths per minute
Skin	Warm, pink and dry	Cool, pale and moist
Consciousness	Alert and orientated	Drowsy or unconscious

Fig.6.1.16: Vital signs

Four A's

Awareness	Assessment	Action	Aftercare
<ul style="list-style-type: none"> • Observe • Stop to Help 	<ul style="list-style-type: none"> • Assess what is required to be done • Ask yourself, 'Can I do it?' 	<ul style="list-style-type: none"> • Do what you can • Call for expert medical help • Take care of your and the bystander's safety 	<ul style="list-style-type: none"> • Once you have assisted the victim, stay with him/her till expert care arrives

Fig.6.1.17: Four A's

Degrees of Burns

1st Degree Burn	2nd Degree Burn	3rd Degree Burn	4th Degree Burn
Will recover by itself in a few days. Action Required: Place under running water.	Serious but recovers in a few weeks. Action Required: Place clean wet cloth over the burnt area. Take to Hospital	Very Serious and will require skin grafting. Action Required: Place a clean dry cloth over the burnt area. Take to hospital	Extremely Serious and requires many years with repeated plastic surgery and skin grafting, is life threatening. Action Required: Leave open and prevent infection. Immediately evacuate to hospital

Fig.6.1.18: Degrees of Burns

First Aid Techniques for common injuries

Some common techniques to first aid common injuries

Injury	Symptom	Do's	Don'ts
Fracture	<ul style="list-style-type: none"> • Pain • Swelling • Visible bone 	<ul style="list-style-type: none"> • Immobilise the affected part • Stabilise the affected part • Use a cloth/ splint as a sling • Take to hospital in a stretcher 	<ul style="list-style-type: none"> • Do not move the affected part • Do not wash or probe the injured area
Burns (see Degrees of Burn table)	<ul style="list-style-type: none"> • Redness of skin • Blistered skin • Injury marks • Headache/seizures 	<ul style="list-style-type: none"> • In case of electrical burn, cut-off the power supply • In case of fire, put out fire with blanket/coat • Remove any jewellery from the affected area • Wash the burn with water • Report to doctor if required 	<ul style="list-style-type: none"> • Do not pull off any clothing stuck to the burnt skin • Do not place ice on the burn • Do not use cotton to cover the burn

Bleeding	<ul style="list-style-type: none"> • Bruises • Visible blood loss from body • Coughing blood • Wound /Injury marks • Unconsciousness due to blood loss • Dizziness • Pale skin 	<ul style="list-style-type: none"> • Check victim's breathing • Elevate the wound above heart level • Apply direct pressure to the wound with a clean cloth or hands • Remove any visible objects from the wounds • Apply bandage once the bleeding stops • Take to hospital 	<ul style="list-style-type: none"> • Do not clean the wound from out to in direction • Do not apply too much pressure (not more than 15 mins) • Do not give water to the victim
Heat Stroke/Sun Stoke	<ul style="list-style-type: none"> • High body temperature • Headache • Hot and dry skin • Nausea/ Vomiting • Unconsciousness 	<ul style="list-style-type: none"> • Move the victim to a cool, shady place • Wet the victim's skin with a sponge • If possible apply ice packs to victim's neck, back and armpits • Call doctor 	<ul style="list-style-type: none"> • Do not let people crowd around the victim • Do not give any hot drinks to the victim
Unconsciousness	<ul style="list-style-type: none"> • No movement of limbs • No verbal response or gestures • Pale skin 	<ul style="list-style-type: none"> • Loosen clothing around neck, waist and chest • Check for breathing • Place the victim's legs above the level of heart • If victim is not breathing, perform CPR 	<ul style="list-style-type: none"> • Do not throw water or slap the victim • Do not force feed anything • Do not raise the head high as it may block the airway
Snakebite	<ul style="list-style-type: none"> • Two puncture wounds • Swelling and redness around the wounds • Pain at the bite site • Difficulty breathing • Vomiting and nausea • Blurred vision • Sweating and salivating • Numbness in the face and limbs 	<ul style="list-style-type: none"> • Note the time of the bite. • Keep calm and still as movement can cause the venom to travel more quickly through the body. • Remove constricting clothing or jewellery because the area surrounding the bite will likely swell. • Don't allow the victim to walk. Carry or transport them by vehicle. 	<ul style="list-style-type: none"> • Do not kill or handle the snake. Take a picture if you can but don't waste time hunting it down.

Fig.6.1.19: First Aid Techniques for common injuries

6.1.5 Cardiopulmonary Resuscitation (CPR)

Cardiopulmonary resuscitation (CPR) is a lifesaving technique. It aims to keep blood and oxygen flowing through the body when a person's heart and breathing have stopped. CPR can be performed by any trained person. It involves external chest compressions and rescue breathing. CPR performed within the first six minutes of the heart-stopping can keep someone alive until medical help arrives.

Fundamentally these are referred to as ABC of Life. The process is always referred to perform in an emergency.

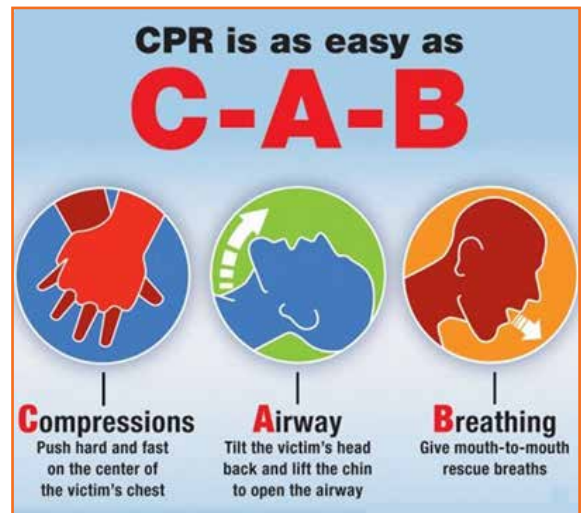


Fig.6.1.20: Cardiopulmonary Resuscitation (CPR)

6.1.5.1 Performing hands-only CPR

If a person is not breathing, his or her heartbeat will stop. These CPR steps (chest compressions and rescue breaths) will help circulation and get oxygen into the body.

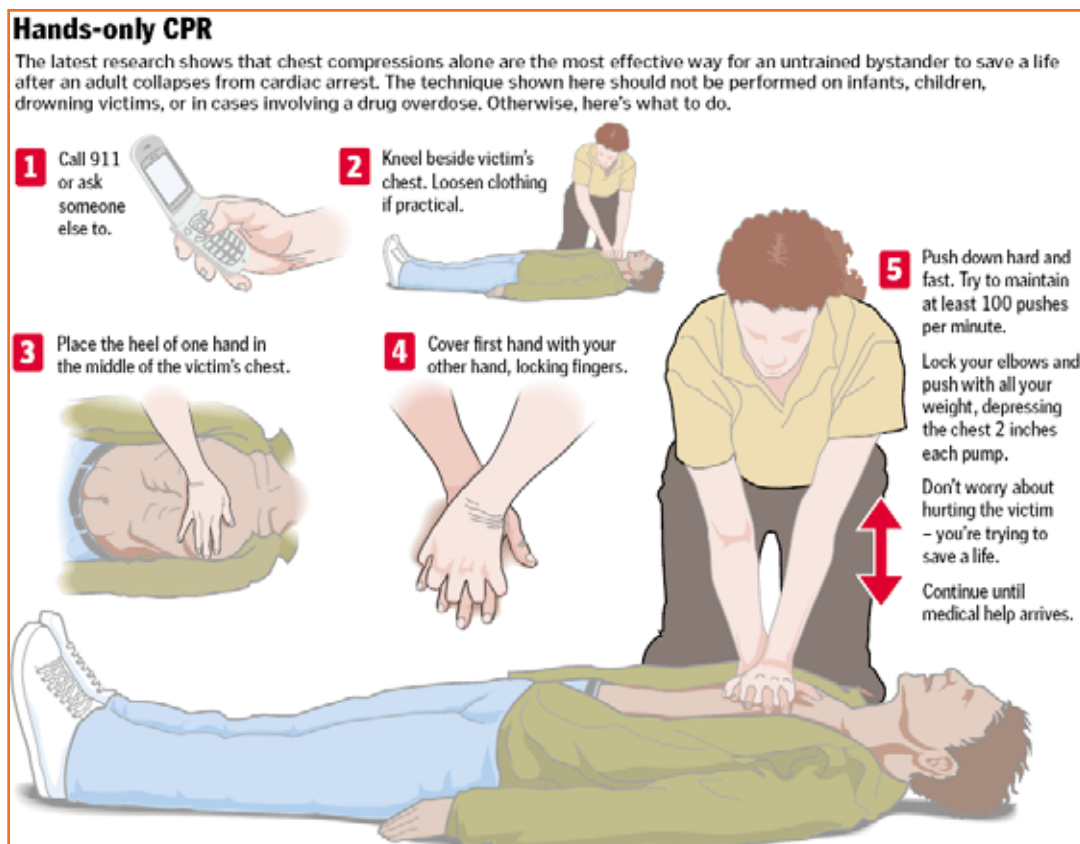


Fig.6.1.21: Performing hands-only CPR

Step 1: Position your hand

Make sure the victim is lying on his back on a firm surface. Kneel beside him and place the heel of your hand on the centre of the chest.

**Step 2: Interlock fingers**

Keeping your arms straight, cover the first hand with the heel of your other hand and interlock the fingers of both hands together. Keep your fingers raised so they do not touch the Victim's chest or rib cage.

**Step 3: Give chest compressions**

Lean forward so that your shoulders are directly over the victim's chest and press down on the chest about two inches. Release the pressure, but not your hands, and let the chest come back up. Repeat to give 30 compressions at a rate of 100 compressions per minute.

**Step 4: Open the airway**

Move to the victim's head. Tilt his head and lift his chin to open the airway again. Let his mouth fall open slightly.

**Step 5: Give rescue breaths**

Pinch the nostrils closed with the hand that was on the forehead and support the victim's chin with your other hand. Take a normal breath, put your mouth over the victim's, and blow until you can see his chest rise.

**Step 6: Watch chest fall**

Remove your mouth from the victim's and look along the chest, watching the chest fall. Repeat steps five and six once.

**Step 7: Repeat chest compressions and rescue breaths**

Place your hands on the chest again and repeat the cycle of 30 chest compressions, followed by two rescue breaths. Continue the cycle.



Fig.6.1.23: Performing hands-only CPR - Steps

6.1.6 Helpline Numbers

Department	Contact Number
Police	100
Fire	101
Ambulance	102
Traffic Police	103
Blood Requirement	104
Emergency Disaster Management	108
Helpline for Women	181
Child Helpline	1098
Gas Leakage	1906

Fig.6.1.22: Emergency helpline numbers

Exercise

- Which one of the following is an essential element for a fire triangle
 - Water
 - CO₂
 - Fuel
 - Extinguisher
- Which one of the following comes under class B of fire
 - Charcoal
 - Gasoline
 - Electrical motors
 - Animal fat
- In which class of fire does a water extinguisher use?
 - Class A fire
 - Class C fire
 - Class B fire
 - Class D fire
- Which one of the following should not be done during a fire emergency procedure?
 - Follow instructions on the extinguisher's label
 - Drive the flames away from you
 - Tilt or invert any extinguisher
 - Find the escape route

- 5. Choose the correct option for one of the functions of vital signs
 - a) Heart Rate
 - b) Eyesight
 - c) Degree of burn
 - d) Any sign of Flu
- 6. Which one of these burns is extremely serious and takes the longest time to recover?
 - a) 1st-degree burn
 - b) 2nd-degree burn
 - c) 3rd-degree burn
 - d) 4th-degree burn
- 7. What is the full form of CAB?
 - a) Compression, Air, Breathing
 - b) Compression, Airway, Throat
 - c) Contraction, Airway, Breathing
 - d) Compression, Airway, Breathing

8. Explain briefly the importance of health and safety at the workplace

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9. List out the most obvious causes for fire

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10. Describe how to use a fire extinguisher

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UNIT 6.2: Waste Management and Cleanliness

Unit Objectives

At the end of this unit, the participant will be able to:

1. Elaborate about greening and its focus areas.
2. Demonstrate about conservation of material and energy in the household.
3. Explain how to reduce greenhouse gas emissions.
4. Explain waste management.
5. Explain ways to clean garbage bins and keep the area clean.
6. Elaborate about the techniques of waste reduction and disposal.

6.2.1. Introduction

Domestic Waste is waste, which is either solid or liquid generated in residential areas, commercial settings and institutions. Waste in general terms is defined as unwanted as it is undesirable. It is nevertheless an inevitable and inherent product of social, economic and cultural life.

The indiscriminate disposal of waste, both liquid and solid, adversely affects the immediate human environment by degrading the natural phenomena hence, exerting health risk to the exposed population. Health risks may be carried through different vehicles including flies, dogs, rodents and others that scavenge on the waste.

The amount of waste we generate, and its actual or potential impacts on the environment, have long been matters of concern to governments and the community generally. In recent times, increasing emphasis has been given to resource recovery — including reusing, recycling and extracting energy from waste. Ambitious targets are being set, and more advanced (but more costly) approaches to recovering waste are being promoted.

6.2.2. Greening and Its Importance

Green waste management includes access to residential and worksite composting, education on proper disposal of waste, and other opportunities to divert waste from landfills. Green waste management is a relatively new service at the city level and education and outreach are needed to change residents' behavior to properly dispose of green waste.

Nationwide, organic wastes, including food scraps and yard waste, constitute over 25% of the solid waste sent to landfills. This organic waste is a great opportunity for waste reduction—to divert materials from the traditional garbage can to landfill waste streams. It is also an opportunity for positive environmental impact as composting green waste not only prevents organic waste from entering landfills but also produces compost, a usable product.

6.2.2.1 Areas of Greening

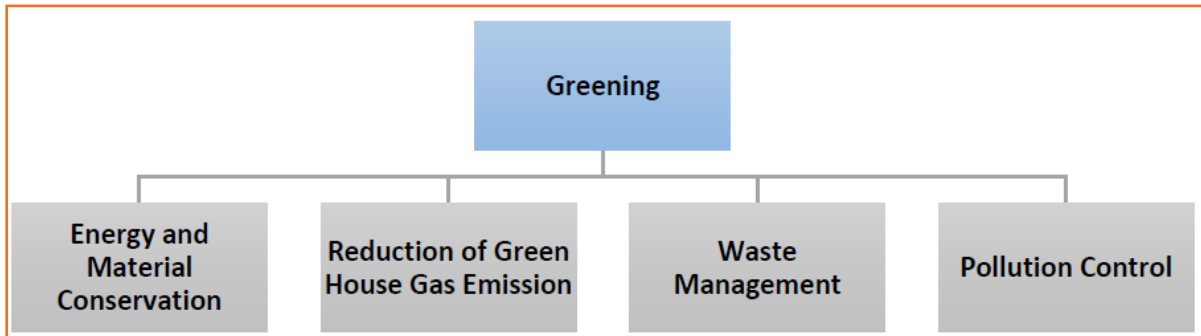


Fig.7.2.1: Areas of Greening

6.2.3 Energy and Material Conservation

Energy is more than numbers on a utility bill; it is the foundation of everything we do. All of us use energy every day—for transportation, cooking, heating and cooling rooms, manufacturing, lighting, water use, and entertainment. We rely on energy to make our lives comfortable, productive, and enjoyable. Sustaining this quality of life requires that we use our energy resources wisely. The careful management of resources includes reducing total energy use and using energy more efficiently.

The choices we make about how we use energy—turning machines off when not in use or choosing to buy energy-efficient appliances—will have increasing impacts on the quality of our environment and lives. There are many things we can do to use less energy and use it more wisely. These things involve energy conservation and energy efficiency. Many people use these terms interchangeably; however, they have different meanings.

Stored energy forms in nature are materials, as are the ores of iron and aluminium and the trees of our forests.

A MATERIAL CONSERVATION initiative helps in:

- Reduce excess material expenditures and needless consumption.
- Decrease air, water and soil contamination caused by the production, transport and decomposition of raw materials.
- Limit waste hauling expenses and landfill use.
- Utilize market functions to buy, sell or trade wastes with other environmentally conscious businesses.

6.2.3.1 Conservation Tips

Lighting

- Turn off the lights when not in use
- Take advantage of daylight by using light-coloured, loose-weave curtains on your windows to allow daylight to penetrate the room. Also, decorate with lighter colours that reflect daylight
- De-dust lighting fixtures to maintain illumination
- Use task lighting; instead of brightly lighting an entire room, focus the light where you need it
- Compact fluorescent bulbs are four times more energy-efficient than incandescent bulbs and provide the same lighting
- Use electronic chokes in place of conventional copper chokes

Fans

- Replace conventional regulators with electronic regulators for ceiling fans.
- Install exhaust fans at a higher elevation than ceiling fans.

Electric iron

- Select iron boxes with automatic temperature cutoff
- Use appropriate regulator position for ironing
- Do not put more water on clothes while ironing
- Do not iron wet clothes

Electronic Devices

- Do not switch on the power when TV and Audio Systems are not in use i.e. idle operation leads to an energy loss of 10 watts/device

Computers

- Turn off your home office equipment when not in use. A computer that runs 24 hours a day, for instance, uses - more power than an energy-efficient refrigerator.
- If your computer must be left on, turn off the monitor; this device alone uses more than half the system's energy.
- Setting computers, monitors, and copiers to use sleep-mode when not in use helps cut energy costs by approximately 40%.
- Battery chargers, such as those for laptops, cell phones and digital cameras, draw power whenever they are plugged in and are very inefficient. Pull the plug and save.
- Screen savers save computer screens, not energy. Start-ups and shutdowns do not use any extra energy, nor are they hard on your computer components. Shutting computers down when you are finished using them reduces system wear – and saves energy.

Refrigerator

- Regularly defrost manual defrost refrigerators and freezers; frost build-up increases the amount of energy needed to keep the motor running.
- Leave enough space between your refrigerator and the walls so that air can easily circulate the refrigerator
- Don't keep your refrigerator or freezer too cold.
- Make sure your refrigerator door seals are airtight
- Cover liquids and wrap foods stored in the refrigerator. Uncovered foods release moisture and make the compressor work harder.
- Do not open the doors of the refrigerators frequently
- Don't leave the fridge door open for longer than necessary, as cold air will escape.
- Use smaller cabinets for storing frequently used items
- Avoid putting hot or warm food straight into the fridge

Air Conditioners

- Prefer air conditioners having automatic temperature cut off
- Keep regulators at a "low cool" position

- Operate the ceiling fan in conjunction with your window air conditioner to spread the cooled air more effectively throughout the room and operate the air conditioner at a higher temperature
- Seal the doors and windows properly
- Leave enough space between your air conditioner and the walls to allow better air circulation
- A roof garden can reduce the load on Air Conditioner
- Use windows with sun films/curtains
- Set your thermostat as high as comfortably possible in the summer. The less difference between the indoor and outdoor temperatures, the lower will be energy consumption.
- Don't set your thermostat in a colder setting than normal when you turn on your air conditioner. It will not cool your home any faster and could result in excessive cooling.
- Don't place lamps or TV sets near your air-conditioning thermostat. The thermostat senses heat from these appliances, which can cause the air conditioner to run longer than necessary.
- Plant trees or shrubs to shade air-conditioning units but not to block the airflow. A unit operating in the shade uses as much as 10% less electricity than the same one operating in the sun.

There are various sources that add these greenhouse gasses to the atmosphere.

- Human activities such as the burning of fossil fuels in homes, industries and automobiles, biomass burning in agricultural practices etc. add large amounts of carbon dioxide to the atmosphere.
- Marshes, paddy fields, cattle sheds and biogas plants add methane to the atmosphere
- Refrigerators (mostly old models), air conditioners etc. emit CFCs to the atmosphere.
- Nitrogen oxides are added to the atmosphere by organic matter and fertilizers by denitrifying bacteria as well as automobiles.

6.2.4 Greening at Home

Introducing practices at home that are good for the planet can also help your health.

Getting rid of things at home that could be causing harmful emissions will eliminate any toxic fumes. Volatile organic compounds (or VOCs) are a common issue with many household items, from paint to furniture, with these toxins causing: Irritation in the eyes & throat, headaches, nausea

- **Make use of natural light as much as possible:** Rather than relying on artificial light and conserving energy, seek to make the most of external lighting. Natural light provides a bright, warm ambience and also provides natural heat into the home.
- **Create a green friendly home office:** If you do have a home office, seek to keep it as green as possible. Aim to keep digital copies of your files as opposed to printing hard copies, unless required. Invest in recycled or refillable printer cartridges that can assist in reducing waste.
- **Use solar power:** Save on your energy bill by investing in environmentally friendly solar panels. Use it as a solution for additional energy supplies whereby it can be stored in batteries or generators
- **Reduce waste by practising greener habits within the kitchen:** Unfortunately, there is a lot of waste that occurs within the kitchen. By educating family members on this issue and asking them to reduce their reliance on disposables, you will be effectively reducing household waste. Some simple tips include:
 - » Switching from buying bottled water to investing in a water filter for your tap.
 - » Replacing disposable napkins with cloths.

- » Replacing disposable knives, forks, spoons, plates and cups with metal, ceramic or glass equivalents.
- » Recycle bags (such as shopping bags) for other uses within the home.
- » Recycling cardboard boxes for future storage.
- » Rainwater tanks are a great solution for the home's water supply. The natural rainwater can be used for watering plants, for the toilet cistern, as tap water or even as drinking water.
- **Switch off electricity to avoid waste:** The more energy that you can conserve within the home, the more you will be doing to help the planet. If an electrical device isn't being used, switch it off completely. Seek to unplug any electrical devices when they aren't in use, as they may still use energy when they are plugged in.
- **Put in place recycling initiatives when it comes to waste:** Encourage recycling within your home by educating and advising everyone within your home about green options for recycling paper, plastics, glass and compost options.
- **Take action in the toilet:** Find ways where you can use recycled water to use as toilet water. Additionally, you can purchase toilet rolls made from recycled paper.
- **Invest in a pressure cooker:** If you want to cook up a feast in half the time, consider investing in a pressure cooker. Pressure cookers will still serve up your delicious dishes but conserve energy by reducing the length of cooking times.
- **Conserve water when you are bathing:** There is a lot of water that is wasted when washing. Ideally, you should use a washbasin with a few litres of water. However, if this cannot be done, aim to reduce the number of showers that you have during the week and minimize the amount of time that you spend in the shower.

These are a few ideas that can be used to create a more green-friendly home. Start taking actions with green initiatives within your home to help the environment today.

6.2.5 Waste Management

Waste is defined as unwanted and unusable materials and is regarded as a substance that is of no use. Waste has been a major environmental issue everywhere since the industrial revolution. Besides the waste we create at home, school and other public places, there are also those from hospitals, industries, farms and other sources. Humans rely so much on material things and they all (almost) end up as waste.

Types of waste

Generally, waste could be liquid or solid waste. Both of them could be hazardous. Liquid and solid waste types can also be grouped into organic, reusable and recyclable waste. Let's see some details below:

1. **Liquid type:** Waste can come in a non-solid form. Some solid waste can also be converted to a liquid waste form for disposal. It includes point source and non-point source discharges such as stormwater and wastewater. Examples of liquid waste include wash water from homes, liquids used for cleaning in industries and waste detergents.
2. **Solid type:** Solid waste predominantly, is any garbage, refuse or rubbish that we make in our homes and other places. These include old car tires, old newspapers, broken furniture and even food waste. They may include any waste that is non-liquid.
3. **Hazardous type:** Hazardous or harmful waste is something that potentially threatens public health or the environment. Such waste could be inflammable (can easily catch fire), reactive (can easily explode), corrosive (can easily eat through metal) or toxic (poisonous to humans and animals).
4. **Organic waste:** Organic waste comes from plants or animal's sources. Commonly, they include food waste, fruit and vegetable peels, flower trimmings and even dog poop can be classified as organic waste. They are biodegradable.

5. **Recyclable type:** Recycling means processing used materials (waste) into new, useful products. This is done to reduce the use of raw materials that would have been used. Waste that can be potentially recycled is termed "Recyclable waste".

Categories of Waste

1. **Wet Waste:** Wet Waste is biodegradable waste and includes Cooked and uncooked food, fruits, vegetable peels, flower waste, and other organically decomposable waste. This waste is collected daily and can be handed over in a green bin. We have classified the following streams as wet waste:
 - » Vegetable/fruit peels
 - » Cooked food/Leftovers
 - » Eggshells
 - » Chicken/fish bones
 - » Rotten fruits/vegetables
 - » Tissue paper soiled with food
 - » Teabags/Coffee grinds
2. **Dry Waste:** Dry Waste is typically defined as any waste which will not rot or disintegrate over time and has little or no moisture content. Dry waste can also be described as inorganic or non-biodegradable waste given its lack of food products. Most dry waste is recyclable and below is a list of common dry waste items:
 - » Metal
 - » Glass
 - » Plastic
 - » Furniture
 - » Wood/Wooden Objects
 - » Paper & Cardboard
 - » Fabric/Textiles
 - » Aluminium Foil
3. **Sanitary Waste:** Sanitary Waste includes hygiene products like sanitary napkins and baby or adult diapers contaminated with blood, urine and faeces. It includes bandages and sharp objects like syringes and needles. This is collected daily and needs to be handed over in a red bin and/or wrapped in newspaper. We have classified the following streams as sanitary waste (dry hazardous waste):
 - » Diapers/Sanitary napkins
 - » Bandages
 - » Nails
 - » Used tissues
4. **Hazardous Waste:** Hazardous Waste is a waste with properties that make it dangerous or potentially harmful to human health or the environment.
5. **Domestic hazardous waste:** Domestic hazardous waste is defined under Solid Waste Management Rules 2016 to include items such as discarded cans of paint and pesticide, sanitary waste such as disposable diapers and sanitary pads, items of biomedical waste such as expired or discarded medicines, broken mercury thermometers, used needles and syringes, e-waste such as tube lights and CFL bulbs, and also items such as used batteries and button cells, all generated at the household level. Leftover paints and varnishes are

examples of common polluting wastes in homes.

- » Medicines
- » Razors/Blades
- » Used syringes
- » Injection vials
- » Battery cells
- » Household chemicals
- » Pesticides
- » Paints

6.2.5.1 Waste Segregation

Garbage bins are categorised into different colours- green and blue, to differentiate the type of wastes put into them. It is essential to separate them from other types of waste, to be safely processed.

Several different colours indicate different types of waste. These colours also define the level of caution that needs to be taken when handling such materials.

Colour of Garbage Bins for dumping various types of household Wastes with Examples

Wet Waste	Dry Waste	Sanitary Waste	Household Hazardous Waste
			
Fruit & Vegetable Peels and pieces	Plastics bags, bottles, packing item	Diapers/ Sanitary Napkins	Paints
Leftover food	Toys, food packets, milk sachets	Used cotton	Broken CFL, and tube lights, leaked or used batteries,
Used tea leaves/ Coffee Powder	Tickets, Newspapers	Earbuds	Diapers/ sanitary pads expired or discarded medicines, Used Syringes, broken mercury thermometers
Match Sticks	Computer printouts	Animal/ Human hair	Shaving Blades/ Blades
Used/ Soiled tissue papers	Disposable Crockery, Pamphlets	Insecticide/Pest killer	Shredded newspapers
Shredded newspapers	Glass bottles and jars,	Bandages	Household chemicals

Flowers, Plant leaves, Compostable materials	Tetra pack, Aluminium cans, etc.	Condoms	Used CDs/ floppy discs/ memory chips etc
Meat and Poultry waste	Thermocol	Nails	Discarded medicines/ tablets

Fig.6.2.2: Colour of Garbage Bins for dumping various types of household Wastes with Examples

Tips

- Shredded papers are hard to recycle hence are dumped in a green dustbin with wet waste. Papers with long fibre are easy and good to recycle hence preferred more and go into a dry waste blue dustbin. It is advisable to dump shredded paper with some compostable garbage thus making it compost friendly. Try not to shred papers, if at all necessary, cover with white ink the lines you want to hide and then dispose of the papers in a wholesome condition. White ink does not affect recycling.
- Used/ Soiled Tissues cannot be recycled and hence are disposed of in the green dustbin with wet waste.
- Syringes/ used blades in a red coloured hazardous dustbin. Since used syringes are easily contaminated and can be life-threatening if used, deliberately or accidentally, for the second time.
- Diapers should be sanitized first, i.e., any solid waste on them must be first cleared off the diaper and then the diaper should be properly folded and disposed of as sanitary waste. This is because the solid waste spreads contamination through increased growth of bacteria and viruses in it plus, they pollute the environment by a bad smell. Solid wastes like poops cause pollution and dirty the environment. Hence those must be properly disposed of in drains or sewages. Plus, the diaper should be folded properly before disposal so that it does not cause any further contamination.
- For any sanitary waste to be disposed of, they have to be sanitized first and then disposed of as Sanitary wastes since these kinds of wastes are not recyclable.
- Papers or Tissues should be made soil free before disposing of the same.

6.2.5.2 Ways to Clean Garbage Bins

Garbage waste containers are commonly used to collect domestic, commercial and trade waste; and recycling materials. Contaminated wash water, rinse water, solid wastes and cleaning chemicals can cause environmental pollution. Appropriate precautions should be taken care of while disposing of wash water and solid waste disposal.

Materials Required

- Personal protective equipment (gloves, gown/apron, protective eyewear, mask and head cover) as required
- Paper towels
- Rags
- Clear bags – range of sizes
- Mobile garbage bin – used to collect waste from floor bins
- Trolley (if required)
- Bleach or ammonia
- All-purpose cleaner
- Long-handled brush
- Water

Procedure:

- Wear personal protective equipment as required for the procedure
- Collect the waste collection trolley or general waste mobile garbage bin from the storage area
- Wheel the trolley or bin on the collection round
- Remove the waste collection bag and place it into the wheelie bin; place a new bag into the empty waste bin; carefully empty the contents of the smaller general waste bin into the trolley or mobile garbage bin
- Replace the plastic liner in the smaller bin, as required
- Report damaged or poorly labeled bins
- Clean all surfaces of the bin with a neutral cleaning agent, as necessary, ensuring that the underside of the lid is clean
- Repeat the process until the collection round is complete
- If segregation or other problems are observed report to the supervisor
- Where environmental risks are observed, e.g. when clinical waste is found in general waste, handle carefully using PPE
- When required, empty waste bags from the trolley into appropriate mobile garbage bins
- When required, take the mobile garbage bin to the appropriate collection point for removal and disposal
- Remove personal protective equipment, and perform hand hygiene
- When the task is completed clean all cleaning equipment and return it to the cleaner's room or storage area, or discard as appropriate
- Perform hand hygiene

Good practices

- Before you start cleaning, empty any residual solid waste from the bin into a suitable bag. Add any materials you use to clean the bin, such as wipes. Seal the bag and place it back into the bin after cleaning.
- Use as little water as possible to clean the container. Use collected rainwater as an alternative source to mains water.
- Use a customized cleaning vehicle or other equipment that recycles and/or the water for reuse. This reduces the chances of causing pollution and the number of washings requiring disposal.
- Use as little detergent or disinfectant as possible to clean the container.
- Contain and collect all waste wash water and don't let it discharge into any drainage system.
- Store all detergents and disinfectants safely. They should be kept indoors or in a store /containment area, away from watercourses, open drains, gullies, or areas where water or other liquids can soak into the ground.
- Keep a suitable spill kit available to deal with any spills as soon as they happen. Produce a spillage plan, test it and make sure you know how to use the equipment.
- If you're using a customized cleaning vehicle, only carry enough cleaning products for the job or a day's work. Store and handle them carefully to prevent spillages.
- All solid waste must be disposed of legally at a permitted (licensed) waste management facility or by an authorized company.
- Keep wheeled waste containers out of direct sunlight to help reduce odours, fly nuisance and general hygiene problems.
- Keep bin storage areas clean and tidy and don't leave any litter.

Don'ts

- Leave any litter or waste at the roadside.
- Allow waste wash water, detergent or disinfectant to flow into road gullies, rainwater or surface
- Water drains or onto open/unmade ground.
- Make any unauthorised discharges to foul sewers.
- Use more detergent or disinfectant than you need or let it drop off containers.
- Take water from fire hydrants.

6.2.5.3 Techniques of Waste Disposal

Between the range and variety of items that are needed in the home and the growing amounts of trash dumped in landfills each year, effective waste disposal is a necessity. Being aware of all the possible methods will make the task of disposing of waste much easier.

3 R's

The principle of reducing waste, reusing and recycling resources and products is often called the "3Rs."

1. **Reducing** means choosing to use items with care to reduce the amount of waste generated.
2. **Reusing** involves the repeated use of items or parts of items that still have usable aspects.
3. **Recycling** means the use of waste itself as a resource.

Waste minimization can be achieved efficiently by focusing primarily on the first of the 3Rs, "reduce," followed by "reuse" and then "recycle." The waste hierarchy refers to the "3Rs" i.e., reduce, reuse and recycle, which classify waste management strategies according to their desirability. The 3Rs are meant to be a hierarchy, in order of importance. The waste hierarchy aims to extract the maximum practical benefits from products and to generate the minimum amount of waste.

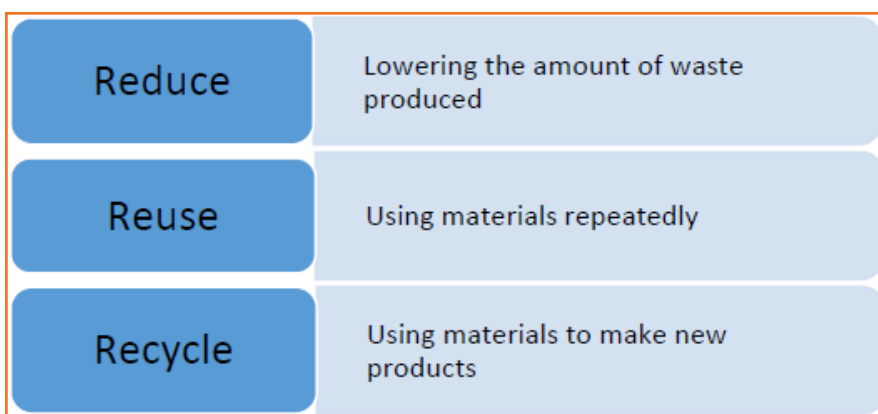
Waste Hierarchy

Fig.6.2.3: 3 R's

Some other techniques

Composting: Composting involves the breakdown of organic waste in the presence of microorganisms, heat and moisture. This can be carried out on a small scale in households or on a large scale depending upon the quantity of waste to be processed. Three types of microorganisms are involved in the process of composting—bacteria, fungi and actinomycetes that act upon the waste to convert it into sugars, starch, and organic acids. These, in

turn, are acted upon by high-temperature bacteria, which prevail in the compost heap and help to promote the stabilized compost.

Composting has the following advantages:

- Recycling of waste by the generation of useful manure, which is organic.
- Reduction in volume of waste to be disposed of on land.
- No requirement for any high-end technical expertise.

Vermicomposting: This is a process, in which food material and kitchen waste including vegetables and fruit peelings, papers, etc., can be converted into compost through the natural action of worms. An aerobic condition is created by exposure to organic waste in the air.

Exercise

1. Which one of the following is an area of Greening?
 - a) Energy and material degradation
 - b) Increase in greenhouse gas emission
 - c) Waste management
 - d) Increase in Pollution
2. Which one of these is an advantage of material conservation?
 - a) Needless material consumption
 - b) Soil contamination
 - c) Limit landfill use
 - d) Increased waste hauling expenses
3. Identify the type of waste which is produced by processing used materials into a new one.
 - a) Organic waste
 - b) Recyclable waste
 - c) Hazardous waste
 - d) Liquid waste
4. Choose the one which comes under the category of sanitary waste.
 - a) Sanitary Pads
 - b) Fabrics
 - c) Teabags
 - d) Medicines
5. Which one of the following is the most favoured option in a waste hierarchy?
 - a) Minimization
 - b) Reuse
 - c) Disposal
 - d) Prevention

UNIT 6.3: Promoting Wellbeing

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain about PPE (Personal Protective Equipment).
2. Discuss ways to prevent and control infection in the household.
3. Explain the ways to manage spillage.
4. Discuss ventilation.
5. Elaborate about pollution control.
6. Discuss the ways to minimise dust.

6.3.1 Infection Control

Infection control can be obtained by following the below points:

- Washing your hands properly with water and antiseptic soap before and after preparing food, after visiting the toilet and disposing of waste
- Washing utensils with hot water and dish-washing liquid after cooking
- Washing bruised or cut area with water and antiseptic liquid
- Cleaning the area where you work (floor should be mopped with disinfectant, toys and baby accessories boiled, fruits washed properly, etc.)
- Using disinfectants to clean the floor and wearing gloves before doing so
- Disposing of waste material as per their categories
- Disposing of gauzes and pieces of cotton contaminated with body fluids and blood
- Recapping the caps of medicine bottles and storing them in a cool, dry place

6.3.2 Managing Spillages

Hazardous spills can occur anywhere in the house at any time and must be cleaned up immediately, appropriately and safely, to prevent serious environmental and health effects.

To deal with spills, it is important to know the types of spills. The common forms of spillage are:

- **Faeces/vomit:** Small amount may be wiped out with a paper towel and disposed of in the appropriate waste stream. A large amount may be picked up with a disposable scoop and disposed of in the appropriate waste stream for the location. A chlorine releasing agent should then be used and following this, the area is washed with neutral detergent and hand-hot water and then dried.
- **Blood:** Soak up as much of the spillage with anything disposable e.g. kitchen Roll and place directly into a suitable disposable plastic bag.

If available, use a good quality thick bleaches. Cover area with paper towels, newspaper or kitchen roll and gently pour on bleach solution.

Spillages of blood and other body fluids on carpets, fabrics or other soft furnishings must be dealt with using general-purpose detergent and warm water. Chlorine-releasing agents are corrosive to many materials and will bleach the colour of fabrics.

- **Sputum:** Sputum should be wiped up with a paper towel. A chlorine releasing agent should then be used and after this, the area is washed with neutral detergent and hand-hot water and dried. All waste should be disposed of in the appropriate waste stream for the location.

After carrying out any of the above procedures, remove gloves then wash hands with soap under running water and dry thoroughly.

These spillages are considered potential sources carrying blood-borne viruses. The ill-effects of leaving or not considering the proper handling of spillage are:

- HCV (hepatitis C virus)
- HBV (hepatitis B virus)
- HIV (Human immunodeficiency virus)

6.3.4 Managing Spillages

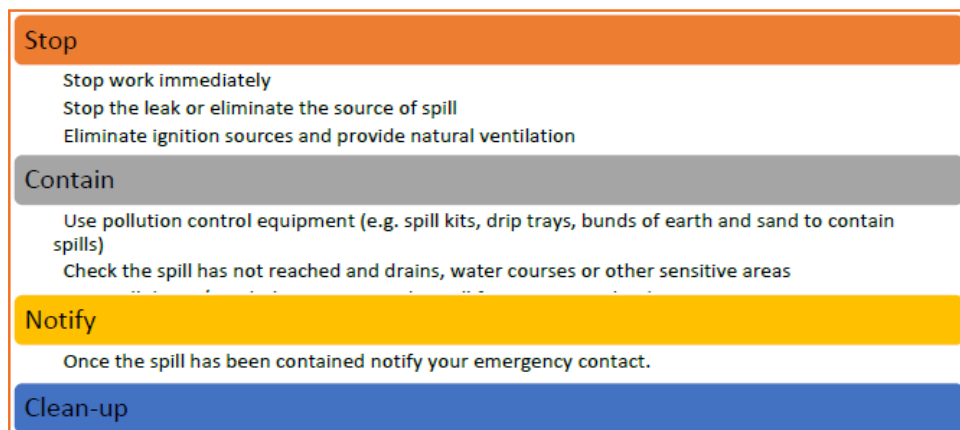


Fig.6.3.1: Managing Spillages

6.3.4 Ventilation

Ventilation refers to the exchange of indoor and outdoor air. Without proper ventilation, an otherwise insulated and airtight house will seal in harmful pollutants, such as carbon monoxide, and moisture that can damage a house.

Why Ventilate?

Gasses from combustion appliances, like stoves and fireplaces, can accumulate in a poorly ventilated home and threaten your health and safety. Excessive moisture in the home can also threaten your health and can lead to mold growth, ruin insulation, and even cause structural damage. Additionally, elevated levels of humidity can make cooling equipment work harder, leading to more costly energy bills.

Proper ventilation is one of the home's necessities for becoming a comfortable living space. Ventilation maintains air quality in the home while removing excess moisture to ensure the air inside isn't stale, damp.

Following are the steps to be followed to ensure proper ventilation:

- **Open doors and windows:** Open doors or windows to let fresh air in and push stale air out. Simply opening doors and windows a few times during the day to “air out” your house quickly replaces stale indoor air with fresh outdoor air, getting rid of pollutants, allergens, and excess moisture.
- **Ventilate rooms overnight:** Leaving windows slightly ajar overnight can improve the air quality inside your room, while also reducing excess moisture and the risk of mould growth. In summer this helps with reducing the humidity levels so you can get better sleep, but in winter you should be more careful about ventilating particularly because you don’t want too much heat to escape in the process.
- **Install extractor fans:** An extractor fan is a specialised ventilation system that services certain areas in the home. Extractor fans that vent out into the open air should be installed in kitchens, laundries and bathrooms – these are the key areas where moisture and stale air build up much faster.

6.3.5 Types of Pollution and Ways to Minimize Them

The addition of unwanted substances in wrong concentration that harms organisms and the environment is called pollution. It can be of different types depending on the part of the environment that is getting polluted. Below are explanations of types of pollution. Let us read about pollutants.

Air pollution

Pollutants of air present in the atmosphere are called air pollution. Respiration is a vital life process that needs air. If we breathe the air which has pollutants then it will have bad effects on our health. Air is comprised of the below gasses:

Ways to handle the air pollution:

- Use public transport or carpooling instead of personal vehicles for commuting.
- Use bicycles or walk for short distances.
- Avoid burning plastics, dry leaves etc. instead of trash plastics in proper ways and use composting for organic/ kitchen wastes.
- Plant trees
- Keeps air purifying indoor plants.
- Avoid using toxic products instead choose organic/natural products.

Noise Pollution

When the environment is filled with unnecessary or unpleasant sounds that are harmful to animals and plants, it is called noise pollution.

The major sources of noise pollution:

- Use of loudspeakers, loud music systems and television at public places
- Means of transport i.e. automobiles, railways, aircraft, etc.
- Heavy machines in industries firework

Ways to handle noise pollution:

- Always keep the volume low of TV, radio, home theatre, etc.
- Try not to use a base in music or other audios during any occasion or event.
- Keep the volume of personal cars/vehicle’s music system’s too low to avoid any kind of distraction, accidents and creating disturbance for other travellers.

- Appliances at homes and offices should be turned off after use.
- Noise should be controlled around sensitive areas.
- Authorities must be notified about the disobedience of noise rules
- Superbikes or cars should be modified accordingly to avoid the creation of noise.

Light Pollution

Very bright lighting in big cities, functions and much more causes pollution called light pollution. Bright lighting on the retina not only causes discomfort to the eyes but also results in straining of eyes and migraine.

Ways to handle light pollution:

- The lights should be turned off at home or office when not in use.
- Use CFL bulbs or lights instead of high watt bulbs or lights.
- Use direct light when and wherever required. For example: use the table lamp for studying in the evening rather than a bulb or tube light in the room.
- Avoid using lights or bulbs in the daytime.

Soil Contamination

The addition of substances that change the quality of soil by making it less fertile and unable to support life is called soil pollution.

Soil pollution is caused due to:

- Domestic sources: plastic bags, kitchen waste, glass bottles, and paper
- Industrial sources: chemical residue, fly ash, metallic waste, and
- Agricultural residues: fertilizers and pesticides.

Ways to handle soil pollution:

- Plant one sapling every week.
- Avoid using excessive wooden furniture/articles.
- Go Digital instead of using papers.
- Practice composting in personal gardens or nearby areas.
- Weeds should be eliminated from gardens or nearby areas.
- Do not dump inorganic, e-waste, hazardous wastes on the soil.

Water Pollution

Contamination of different sources of water by various pollutants or contaminants is known as water pollution. The quality of the water is degraded and rendered toxic for all living organisms and nature due to water pollution.

Usually, chemicals or microorganisms contaminate different sources of water such as streams, rivers, lakes, oceans, underground water, etc. Some common pollutants are sewage wastes, chemicals, oil spills, synthetic products, plastics, etc.

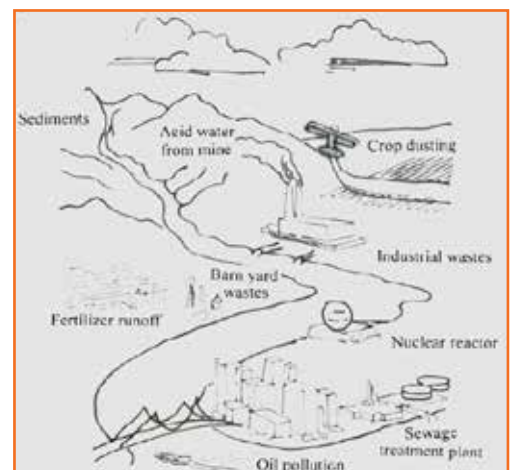


Fig.6.3.2: Water Pollution

Ways to handle water pollution:

- The use of detergents, bleach, abrasives, etc. should be minimized.
- Drugs, pills, or other medications should not be thrown into drains.
- Oils, grease, or fats should not be poured into the sink.
- Disposal of trash should be done properly and not into any water bodies.
- Water should be conserved as much as possible.
- Safe, natural or organic products should be preferred over chemical or inorganic products.
- Plant as many trees as possible.

6.3.6 Ways to Minimize Dust

Dust is the collection of dirt, skin cells, pet dander, hair, small pieces of paper, cloth fibres, and various small particles. Below given are ways to reduce waste:

- **Get an air purifier.** These machines clean the air by trapping dust particles. They're great for high-dust households or families with dust allergies. Air purifiers only clean the air in the room they're in, so consider getting one for each bedroom and the living room.
- **Duster do's and don'ts.** Feather dusters only aggravate existing dust and cause it to settle elsewhere around your home. Instead, use a damp cloth or moist towel to wipe down surfaces.
- **Clean from top to bottom.** Clean all horizontal surfaces beginning at the top rear room in the apartment/home, working forward and down washing with an all-purpose cleaner.
- **Vacuum twice a week.** Vacuum all the carpeting in your home, focusing especially on high-traffic areas. You can also vacuum another flooring. Vacuuming frequently really cuts down on how much dust can build up under furniture and in corners.
- **Sweep the floors every few days.** Using a broom and dustpan to get rid of the dust on the floors you don't vacuum is another great way to reduce your household dust. Sweep frequently in areas that tend to have a lot of dust, like doorways, hallways and the kitchen floor. Toss out the dust in your garbage can to make sure it doesn't re-enter your household.
- **Remove clutter from floors.** Don't ignore piles of clothing, toys, magazines, books or anything else on the floor. Cleaning around them won't take care of the dust that has settled in or around them.
- **Sturdy mats inside and outside** of every entrance to the home give people a place to wipe their feet before entering. That practice alone will significantly cut down on the amount of dust tracked indoors even if people take their shoes off inside.
- **Changing the beddings.** It is best to clean the mattresses, pillows, bed sheets and other un-upholstered furnishings every day and change them frequently or wet wipe each surface three to five times. Do not steam clean as it may damage the fabric.
- **Beat your cushions and rugs outside.** Furniture cushions and rugs tend to pick up a lot of dust over time. Take cushions and rugs outside for a few whacks and eliminate as much dust as you can.

An old broom handle is a great tool to use for beating rugs and cushions.

Beat them all over, not just in the same place.

Keep beating rugs and cushions until you don't see dust particles flying into the air with every whack.

Tips to maintain Pollution free environment

- Using public transport.
- Turn off the lights when not in use.
- Recycle and Reuse.
- No to plastic bags.
- Reduction of forest fires and smoking.
- Use of fans instead of Air Conditioners.
- Use filters for chimneys.
- Avoid usage of crackers.

Summary

- Workplace safety includes employee awareness related to the knowledge of basic safety and workplace hazards and related methods to ensure safety
- Workplace safety ensures avoidance of accidents, longevity in life, public awareness, protect property and life
- Basic emergency procedures should be implemented related to power failure, choked drain, gas leak, fire
- The fire requires three elements to be present: Heat, fuel, oxygen
- There are several causes for fire to happen like, electrical, heating appliances, process dangers, flammable dust, and carelessness
- There are five different classes of fire: Class A, Class B, Class C, Class D, Class E, and Class K
- There are different types of fire extinguishers for different types of fire like Water extinguishers, dry chemical powder extinguishers, foam-type extinguishers, carbon dioxide extinguishers, special dry powder extinguishers, etc.
- P.A.S.S is the standard method for using a fire extinguisher, which stands for P-Pull the Pin, A-Aim, S-Squeeze, and S-Sweep.
- First aid is the first treatment given to a casualty or a sick person for any injury or sudden illness before any medical attention
- The role of a first aider is to first protect, next assess the care and last transport/Triage, which in short is called PACT.
- Vital signs are measurements of the body's basic functions such as heart rate, respiration, skin temperature, consciousness, etc.
- First degree burns recover themselves, the burn should be placed under running water
- Second-degree burns take a few weeks to recover and should be covered with a clean wet cloth for treatment.
- Third-degree burns are very serious and require a skin grafting procedure.
- The most serious burns are fourth-degree burns, require many years to heal, and are treated with the help of plastic surgery or skin grafting
- CPR is a technique to keep blood and oxygen flowing through the heart and breathing have stopped. It involves chest compressions and rescue breathing
- CPR is also referred to as CAB: C- compressions, A- airway, B-breathing

- Helpline numbers for police, fire, ambulance, child helpline, gas leakage, and women helpline are 100, 101, 102, 1098, 1906 and 181 respectively.
- Greening is a process that includes waste management practices by accessing residential and worksite composting to divert waste from landfills.
- There are four areas of Greening i.e., Energy and Material Conservation, Reduction of GreenHouse Gas emissions, Waste management, pollution control.
- Reducing waste, reusing and recycling resources are the 3R's of waste management
- Breakdown of organic waste in the presence of microorganisms, heat and moisture is called composting.
- Personal protective equipment (PPE) protects the wearer's body from injury or infection.
- Types of PPE include eye protection (e.g., goggles, face shields), isolation gowns, facemasks, respirators, and gloves.
- Ventilation refers to the exchange of indoor and outdoor air, poorly ventilated homes may threaten health and safety.

Exercise

1. What is the purpose of personal protective equipment?
 - a) To protect the employer from the spread of diseases
 - b) To protect both the Caretaker and the employer from being infected with diseases
 - c) To protect the Caretaker from the spread of diseases
 - d) To protect equipment from being compromised
2. In which situation would you not be required to wear disposable gloves in a care setting?
 - a) Preparing food
 - b) Changing a catheter bag
 - c) Cleaning up a urine spill
 - d) Washing a commode
3. Which is the best way to prevent a spill?
 - a) Use proper containers
 - b) Store only what is needed
 - c) Store in safe locations
 - d) All of the above
4. Which one of these is a source of water pollution?
 - a) Use of detergents
 - b) Drugs, pills, or other medications should not be thrown into drains.
 - c) Use of organic products
 - d) Use of inorganic products

7. Employability Skills



Unit 7.1 - Employability Skills



Key Learning Outcomes

At the end of this module, the participant will be able to:

1. Explain Employability Skills
2. Elaborate Becoming a Professional in the 21st Century
3. Practice Basic English Skills
4. Demonstrate Communication Skills
5. Learn Essential Digital Skills
6. Learn Financial and Legal Literacy
7. Identify Career Development and Goal-Setting
8. Get Ready for Apprenticeships and Jobs

UNIT 7.1: Employability Skills

Unit Objectives

At the end of the unit, you will be able to:

1. Explain Employability Skills
2. Elaborate Becoming a Professional in the 21st Century
3. Practice Basic English Skills
4. Demonstrate Communication Skills
5. Learn Essential Digital Skills
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Employability Skills Student Workbook_30hr



8. Annexure - Resources



S. No.	Module No.	Unit No.	Name of Subject	Page No.	URL	QR Code
1	1. Introduction and Orientation	Unit 1.2 - Role and Responsibilities of Elderly Caretaker (Non-Clinical)	Role and Responsibilities of Elderly Caretaker (Non-Clinical)		https://youtu.be/C083K4oVbLw	
2	2. Assist Elderly Persons with Activities of Daily Living (ADL), Personal Hygiene and Recreational/ Health Activities	Unit 2.1 – Personal Hygiene and Activities of Daily Living (ADL)	2.1.2 Assist Elders in Activities of Daily Living (ADL)		https://youtu.be/Fg-Z9lZGoQs	
3	2. Assist Elderly Persons with Activities of Daily Living (ADL), Personal Hygiene and Recreational/ Health Activities	Unit 2.1 – Personal Hygiene and Activities of Daily Living (ADL)	2.1.3 Assisting Elders with their Personal Hygiene		https://youtu.be/lvQtjY3-bcE	
4	2. Assist Elderly Persons with Activities of Daily Living (ADL), Personal Hygiene and Recreational/ Health Activities	Unit 2.1 – Personal Hygiene and Activities of Daily Living (ADL)	3.1.5 Perform Laundry		https://youtu.be/rysvSyuBymE	
5	2. Assist Elderly Persons with Activities of Daily Living (ADL), Personal Hygiene and Recreational/ Health Activities	Unit 3.2 – Ironing and Organizing the Clothes	3.2.2 Preparations before Ironing		https://youtu.be/CrMm0OTWPGc	
6	2. Assist Elderly Persons with Activities of Daily Living (ADL), Personal Hygiene and Recreational/ Health Activities	Unit 3.2 – Ironing and Organizing the Clothes	3.2.6 Folding the Clothes		https://youtu.be/SlpaRd80FkQ	
7	4. Clean and Maintain Kitchen Premises	Unit 4.1 – Cleaning and Maintaining the Kitchen	4.1.1 Kitchen Cleaning Process		https://youtu.be/HlqLaZQafwE	
8	5. Provide Basic Table Service during Meal Time	Unit 5.1 - Table Setting	5.1.3 Cleaning of the Dining Table		https://youtu.be/nj8cgyXndPQ	

9	5. Provide Basic Table Service during Meal Time	Unit 5.1 - Table Setting	5.1.4 Decorating dining table before the meal		https://youtu.be/aD0iyLhJ6wk	
10	5. Provide Basic Table Service during Meal Time	Unit 5.1 - Table Setting	5.1.10 Table Setting: Basic, Casual and Formal Table Settings		https://youtu.be/p9mzBckf3G4	
11	6. Hygiene and Work Etiquette	Unit 6.2 - Follow Practices of Hygiene	6.2.1 Personal Hygiene		https://youtu.be/UxskKQ9WOTE	



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