

Personal Care Attendant (PCA) Fundamentals Training

Life Skills

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Module 09: Life Skills

Goal

Assist Candidate PCAs in Increasing their Ability to Manage their Lives in Ways that Would Make their Work More Effective and Less Stressful

At the end of this training, candidate PCAs should be able to:



Explain how to better manage time and responsibilities



Demonstrate awareness of issues that cause stress



Demonstrate how to recognize and manage conflict as work

Time management

What does time management mean to you?

Time management definition

**Its figuring out what to do and when,
so that things get done when they need to be done.
Not getting some tasks done on time can put consumers at
risk.**

What does time prioritizing mean to you?

Prioritization definition

“prioritizing” means making sure that you do the most important tasks first.

Prioritizing

How do you prioritize tasks in your own life?

Do you stop to figure out which tasks are most important?

What tasks are most important for a PCA to perform?

Putting tasks in order

One day when you arrive at the consumer's home, you learn that the consumer's wife isn't feeling well. Your consumer is still in bed.

When you go to his room to help him get up, you can tell immediately that he had a bowel movement in bed. He needs to be cleaned up, and his sheets are dirty.

What should the order of the tasks below be?

- Change consumer's bed linens.**
- Wash your hands.**
- Get the things you will need, such as clothes and linens.**
- Take consumer to the bathroom to help him get cleaned up.**
- Put on gloves.**
- Talk to the consumer say, "It's no big deal. I'll help you get cleaned up."**
- Make consumer's bed.**

Activity

Create a list of things you do to make yourself feel good and energized.

Meditative imagery exercise

Managing stress

What does STRESS mean to you?

Have you ever been stressed?

What caused it?

Managing stress

How can unpredictable events cause stress?

How can predictable events cause stress?

How can being “self-aware” help manage stress?

Activity

Make a list of things that you find stressful.

How do you know you are stressed?

Would too much stress help you as a PCA?

Refer to your list of things that make you feel good and energized.

When you get stressed do you put this list aside?

If you do, why?

Keep your energizers

Individuals often see things they enjoy as luxuries and may think that eliminating them can reduce stress.

Giving up things that are energizing may make you more tired and stressed.

Keeping or adding those things back into your life can relieve stress and increase your energy.

Dealing with stress - 1

Being a Direct Care Worker can be hard work. Read how these workers cope with stress.

Dee's tip—Sleep well.

“My body and mind work better when I'm well rested. If I get my 8 hours, I know the next day will be great!”

Sara's tip—Get moving.

“When my body moves, the stress just melts away. I feel better inside and out.”

Dealing with stress - 2

Bob's tip—Eat well.

“The food I choose really affects how I feel. When I eat right, I'm stronger.”

Emma's tip—Cut back on caffeine and sugar.

“Coffee, cola, and sweets bring me up. But when I crash, I feel worse than ever. Plus, they make me tense when I have too much.”

Jim's tip—Avoid alcohol and other drugs.

“Drinking used to make me feel better, but only for a little while. It was just hiding the real problems—and making them harder to deal with. I'm glad I stopped.”

Dealing with stress - 3

June's tip—Treat yourself.

“I try to do something I enjoy—especially on the tough days.”

Manuel's tip—Get involved outside work.

“My job is not my life. I sing at the church. And I help build houses for other low-income folks in my town.”

Kofi's tip—Have fun with friends.

“My buddies know me inside and out—and they like me anyway! After I hang out with them, I feel like myself again.”

Asha's tip—Get support from family.

“My family keeps me going. When my kids meet me at the door with a hug and tell me I'm the best mommy, it just lifts me up.”

What does conflict mean to you?

Conflict at work

Lack of information, skills, and/or supports

- **Trying to handle tasks and situations without adequate training or supplies**
- **Feeling like you're asked to do more than other workers**

Surrounding pressures

- **Staffing and scheduling issues**
- **Crises and loss in consumer lives**
- **Crises and loss in our own lives**

Conflict at work

What other conflicts at work are there?

Reduce and resolve conflict

- **Use effective communication skills.**
- **Acknowledge the other's viewpoint.**
- **Pull back and think before you speak.**
- **Respond constructively—choose your words carefully.**
- **Propose a negotiation.**