

Draft Study Material

ELDERLY CARE COMPANION

Qualification Pack Code: DWC/Q0802

Sector: Home Management and Care Givers

Class XI



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NCERT

PSS CENTRAL INSTITUTE OF VOCATIONAL EDUCATION

(A constituent unit of NCERT, under Ministry of Education, Government of India)

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DRAFT STUDY MATERIAL

JOB ROLE: ELDERLY CARE COMPANION

QP CODE: DWC/Q0802

SECTOR: HOME MANAGEMENT AND CARE GIVERS

CLASS XI

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PREFACE

Skill Education is a dynamic and evolving field, and ensuring that every learner has access to quality learning resources is of paramount importance. The absence of finalised study material should not hinder the educational progress of students in the schools. To address this need, the PSS Central Institute of Vocational Education (PSSCIVE) presents this *Draft Study Material*, a provisional yet comprehensive resource, designed to support the teaching-learning process until the official study materials or textbooks are released by the National Council of Educational Research and Training (NCERT).

This draft study material provides a structured, accessible, and curriculum-aligned framework for both teachers and students during the interim period. The content has been carefully developed to ensure continuity in learning and to help students achieve the prescribed learning outcomes. The content of the draft study material covers essential concepts, practical competencies, and skill-based knowledge in accordance with the curriculum and established educational standards.

The primary objective of this resource material is to sustain the momentum of skill education and facilitate effective classroom transactions while the finalised textbooks are under preparation. It serves as a guiding resource that can be adapted and enriched to meet the diverse learning needs of students.

We express our sincere gratitude to the academicians, educators, subject matter experts, industry professionals, academic consultants, and all other contributors whose expertise and valuable insights have made the development of this draft study material possible.

Teachers are encouraged to use this draft study material as guiding resource and to supplement them with additional learning materials, practical activities, and contextual examples that cater to the unique needs and learning styles of their students. We welcome constructive feedback and suggestions, particularly from teachers and practitioners, to further enhance the content and effectiveness of this study material.

We hope that this draft study material serves as a valuable resource in fostering knowledge, skills, and employability among learners, while supporting the successful implementation of skill education programmes across the country.

Deepak Paliwal
Joint Director
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28 July 2026
Bhopal

ABOUT THE BOOK

Elderly care is a vital component of the healthcare and social service sectors, dedicated to promoting the health, safety, dignity, independence, and overall well-being of senior citizens. This book on *Elderly Care Companion* for Class XI is designed for students who aspire to develop the knowledge, values, and practical skills required in the field of elderly care.

The book begins with an introduction to *Elderly Care and Caregiver Responsibilities*, helping students understand the ageing process and the changing physical, emotional, cognitive, and social needs of older adults. It highlights the vital role of caregivers in enhancing the quality of life of elderly individuals while emphasizing the importance of empathy, dignity, respect, effective communication, and ethical caregiving.

The next section focuses on *Safety and Daily Living Support*, where learners gain practical knowledge and skills for assisting older adults with activities of daily living while encouraging independence and self-confidence. Topics such as personal hygiene, grooming, mobility assistance, fall prevention, infection control, emergency preparedness, and creating a safe and supportive living environment are presented in a clear, practical, and learner-friendly manner.

The book deals with the *Nutrition, Health, and Medication Support* for the older adults, enabling students to understand the nutritional requirements of older adults, common age-related health conditions, healthy lifestyle practices, hydration, and safe medication assistance. Learners are also introduced to the importance of monitoring health, recognizing early signs of illness, and supporting preventive healthcare measures.

The final section, *Professional Practices in Elderly Care*, familiarizes students with the ethical and professional standards expected of caregivers. Topics include effective communication, confidentiality, documentation and record-keeping, teamwork, cultural sensitivity, legal responsibilities, and maintaining the dignity, rights, privacy, and autonomy of elderly individuals. *Elderly Care Companion* aims to nurture compassion, responsibility, caregiving competence, and professional excellence among learners. By combining sound theoretical knowledge with practical application, this book provides a strong foundation for students seeking higher education and rewarding careers in elderly care, home healthcare, assisted living, community support services, rehabilitation, and other fields within the healthcare and wellness sector. It also inspires learners to become caring professionals who contribute positively to the well-being, dignity, and quality of life of older adults.

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PSSCIVE places on record its special appreciation to Mrs. Mona Gupta, Chief Executive Officer, Home Management and Care Givers Sector Skill Council (HMCSSC), New Delhi, for her invaluable support in the development of the Qualification Pack (QP) for the job role of Elderly Care Companion. Her expertise and continued involvement significantly contributed to strengthening the competency standards that form the foundation of the curriculum and the books.

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Unit 1

Elderly Care and Caregiver Responsibilities

Unit 1 on ***Elderly Care and Caregiver Responsibilities*** introduces you to the basic concepts of elderly care and the role of an Elderly Care Companion in supporting elderly individuals. As people grow older, they may face physical, emotional, and social challenges that affect their daily life and well-being. Proper care, communication, hygiene, emotional support, and safety are important for helping elderly people live comfortably and with dignity.

Session 1 on ***Ageing and Needs of the Elderly*** deals with the changes that occur during ageing and the common needs and challenges faced by elderly people.

Session 2 on ***Roles, Ethics, and Responsibilities of an Elderly Care Companion*** covers the duties, ethical behaviour, professional conduct, and responsibilities involved in elderly care.

Session 3 on ***Communication and Emotional Support*** introduces you to active listening, empathetic communication, companionship, and the importance of emotional support in elderly care.

Session 4 on ***Hygiene, Sanitation, and Infection Prevention*** covers personal hygiene, cleanliness, sanitation, and infection prevention practices for maintaining the health and safety of elderly individuals.

Session 1: Ageing and Needs of the Elderly

Ageing is a natural and continuous process of life. Every human being experience ageing with the passage of time. As people grow older, many changes take place in their physical health, emotional well-being, mental abilities, and social life. Some elderly people remain active and independent, while others may need support in carrying out their daily activities. The ageing process affects not only the body but also the emotions, confidence, and relationships of elderly people. Health problems, reduced mobility, loneliness, retirement, and separation from family members can make old age challenging. Therefore, elderly individuals require proper care, emotional support, safety, and respect to live a healthy and dignified life.

An Elderly Care Companion plays a very important role in supporting elderly people. A companion helps older adults maintain comfort, independence, emotional security, and social connection. Along with helping in daily routines, companions also provide companionship, empathy, patience, and encouragement. Understanding the needs and challenges of elderly people is essential for providing effective and compassionate care.

1. Physical and Psychological Changes Associated with Ageing

As people age, the body gradually undergoes several physical changes. Ageing is accompanied by various psychological changes that can influence a person's thoughts, emotions, behaviour, and ability to cope with daily life. These changes vary among individuals and are influenced by factors such as physical health, life experiences, social relationships, and the availability of emotional support. Some older adults may experience slower thinking, mild memory decline, reduced attention span, or difficulty learning new skills. Others may face emotional challenges such as loneliness, anxiety, sadness, or depression, particularly following retirement, the loss of loved ones, or declining health. However, many older adults maintain good mental health, emotional stability, and a positive outlook on life. Understanding these psychological changes helps caregivers provide empathetic support, encourage social interaction, and promote the emotional well-being and quality of life of older adults. These changes can affect strength, mobility, energy levels, vision, hearing, memory, and overall health. Although the nature and extent of these changes vary from person to person, most older adults experience some decline in physical functioning. As a result, everyday activities such as walking, climbing stairs, cooking, bathing, dressing, and carrying objects may become more challenging. Understanding these age-related physical changes enables caregivers to provide appropriate assistance, ensure safety, and promote the well-being and independence of older adults (Figure 1.1).

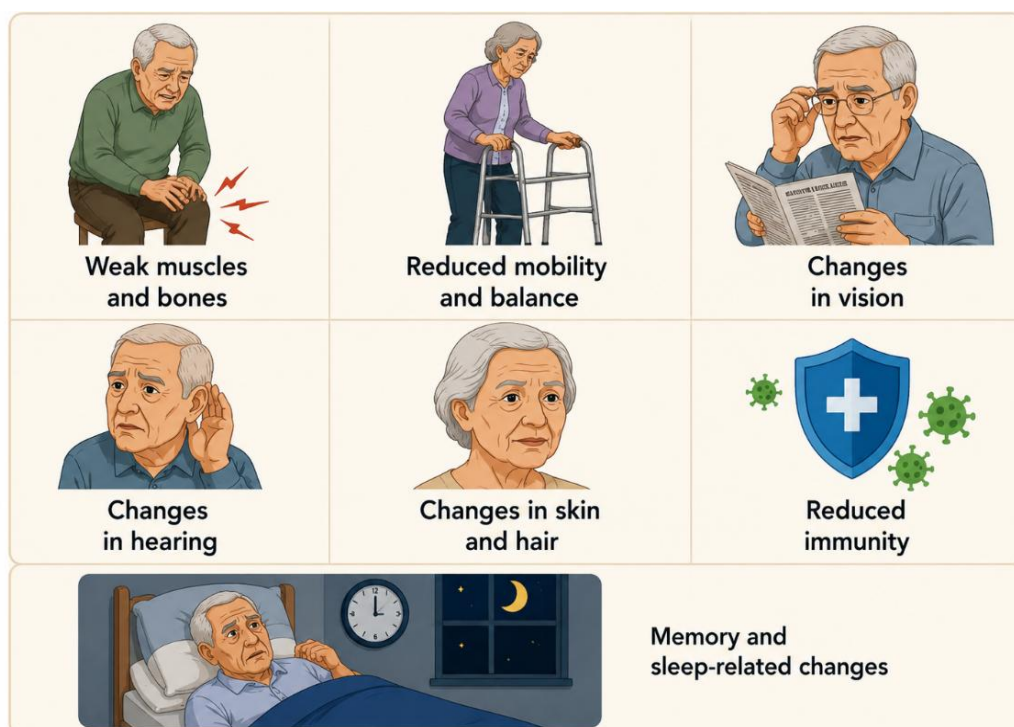


Fig. 1.1: Common physical and psychological changes that may take place in elderly individuals

(i) Common Physical Changes During Ageing

Let us now understand the common physical changes that occur as people grow older. Although ageing is a natural process, it affects different people in different ways. Some changes are mild, while others may make daily activities more difficult. By understanding these changes, students and caregivers can better appreciate the needs of older adults and provide appropriate care, support, and respect.

- (a) *Weakness of Muscles and Bones:*** One of the most common physical changes during ageing is the gradual weakening of muscles and bones. As people grow older, muscles lose strength, flexibility, and endurance, while bones become less dense and more fragile. As a result, older adults may feel tired more easily and find it difficult to walk, stand for long periods, lift objects, or climb stairs. Joint pain, stiffness, and reduced flexibility are also common. These changes increase the risk of falls and fractures because weak bones can break more easily. Conditions such as arthritis and osteoporosis may further reduce mobility and independence. A balanced diet rich in calcium and protein, regular physical activity, medical care, and family support help older adults maintain strength, mobility, and safety.
- (b) *Reduced Mobility and Balance:*** Ageing affects body balance, coordination, and movement. Many older adults experience slower movements and may have difficulty maintaining balance while walking, standing, or changing direction. They may feel unsteady on uneven surfaces or while climbing stairs, increasing the risk of falls. Fear of falling may also discourage them from walking independently or taking part in outdoor and social activities, which can reduce their confidence and independence. Assistive devices such as walking sticks, walkers, and wheelchairs, along with safe surroundings, good lighting, handrails, and encouragement from caregivers, help older adults move safely and remain active.
- (c) *Changes in Vision:*** Vision gradually becomes weaker with age. Many older adults experience blurred vision, cataracts, difficulty reading small print, sensitivity to bright light, and poor night vision. These changes can make everyday activities such as reading medicine labels, cooking, recognising faces, crossing roads, or identifying objects more challenging. Reduced vision may also increase the risk of accidents and falls. Regular eye examinations, appropriate spectacles, adequate lighting, and timely treatment can help older adults manage vision problems and continue their daily activities more safely.
- (d) *Changes in Hearing:*** Hearing ability often declines with age. Older adults may find it difficult to hear conversations clearly, especially in noisy surroundings. They may frequently ask others to repeat what they have said, misunderstand conversations, or increase the volume of televisions and radios. Hearing problems can affect communication and may lead to frustration, loneliness, or social isolation. Some older adults may avoid

social interactions because they feel uncomfortable about their hearing difficulties. Speaking clearly, reducing background noise, using hearing aids when required, and showing patience and understanding can greatly improve communication and emotional well-being.

(e) *Changes in Skin and Hair:* Ageing brings visible changes to the skin and hair. The skin becomes thinner, drier, and less elastic, leading to wrinkles, dryness, and age spots. Cuts and wounds may also take longer to heal because the skin repairs itself more slowly. Hair gradually loses its natural colour, becoming grey or white, and may become thinner or fall out. Although these changes are a natural part of ageing, good personal hygiene, regular skin care, adequate fluid intake, healthy nutrition, and cleanliness help older adults remain comfortable and confident.

(f) *Reduced Immunity:* As people age, the immune system becomes less effective in protecting the body against infections and diseases. As a result, older adults are more likely to develop illnesses such as coughs, colds, fever, and other infections, and recovery may take longer than in younger people. A weaker immune system can also increase the risk of serious health complications. Maintaining a balanced diet, practising good hygiene, taking medicines as prescribed, receiving regular health check-ups, getting adequate rest, and living in a clean environment help strengthen overall health. Emotional well-being and supportive care also contribute to better immunity.

(ii) Psychological Changes During Ageing

Let us now understand the psychological changes that may occur as people grow older. Ageing affects not only the body but also a person's thoughts, emotions, behaviour, and ability to cope with changes in life. These changes vary from person to person and depend on factors such as health, personal experiences, family relationships, social support, and lifestyle. While some older adults may experience challenges related to memory, emotions, and adjustment, many continue to lead active, meaningful, and emotionally fulfilling lives.

(a) *Changes in Memory and Thinking Ability:* Ageing may bring changes in memory, concentration, and thinking abilities. Older adults may sometimes take longer to remember names, recall information, learn new skills, or adapt to unfamiliar situations. Forgetting occasional details, such as where an item has been kept or an appointment date, can be a normal part of ageing. However, severe or frequent memory problems may require medical attention. Encouraging mental activities such as reading, solving puzzles, learning new skills, and engaging in conversations can help maintain mental alertness.

- (b) Emotional Changes:** Older adults may experience changes in their emotional well-being due to various life events such as retirement, changes in health, loss of loved ones, or reduced independence. They may sometimes feel loneliness, sadness, anxiety, or worry about their health and future. At the same time, many older adults develop greater emotional maturity, patience, and the ability to manage challenges based on their life experiences. Love, respect, encouragement, and emotional support from family and caregivers help them maintain confidence and a positive outlook.
- (c) Adjustment to Life Changes:** Ageing often involves several changes, including retirement, changes in social roles, reduced physical abilities, and dependence on others for certain activities. Adjusting to these changes may be challenging for some older adults. They may feel a loss of independence or purpose after leaving work or changing their usual routine. Providing opportunities for participation in family decisions, hobbies, social activities, and community programmes can help older adults remain active and valued.
- (d) Changes in Social Interaction:** Social relationships play an important role in the psychological well-being of older adults. Physical limitations, hearing difficulties, retirement, or the loss of friends and family members may reduce social interaction. Reduced social contact can lead to feelings of loneliness and isolation. Encouraging regular communication, family involvement, community participation, and meaningful activities helps older adults maintain social connections and emotional health.
- (e) Changes in Self-esteem and Confidence:** Physical changes and increased dependence on others may sometimes affect an older adult's self-esteem and confidence. They may feel less capable or worry about becoming a burden on their family. Providing respect, independence in decision-making, and opportunities to perform tasks according to their abilities can improve their confidence and sense of self-worth.
- (f) Changes in Sleep and Stress Management:** Many older adults experience changes in sleeping patterns, such as difficulty falling asleep, waking frequently during the night, or reduced sleep duration. Stress, health concerns, loneliness, and emotional changes may further affect sleep quality. A regular routine, relaxation activities, physical exercise, social interaction, and a peaceful environment can support better sleep and emotional balance.

2. Impact of Physical and Psychological Changes on Daily Life of Elderly Individuals

Ageing brings many physical and psychological changes that can affect the daily lives of older adults. Changes in strength, movement, vision, hearing, memory, and emotional health may make some routine activities more difficult than before.

Activities that were once easy to perform may require more time, effort, or support. Older adults may need assistance with daily activities such as the following:

- i. Walking and moving safely
- ii. Maintaining personal hygiene and grooming
- iii. Cooking and eating
- iv. Taking medicines on time
- v. Managing household activities

Providing the right support helps older adults remain safe, comfortable, and as independent as possible.

3. Emotional and Social Needs of Older Adults

As people grow older, their need for emotional care and social connection becomes very important. Physical care alone is not enough. Older adults also need love, respect, companionship, and a sense of belonging. Life changes such as retirement, health problems, loss of family members or friends, and reduced social interaction may affect their emotional well-being. Some older adults may experience loneliness, sadness, stress, anxiety, or a feeling of being dependent on others. With proper emotional and social support, they can continue to feel valued, confident, and connected.

4. Emotional Needs of Older Adults

- i. **Love and Affection:** Older adults need care, warmth, and affection from family members, caregivers, and society. Feeling loved and cared for gives them emotional security and happiness.
- ii. **Respect and Recognition:** Older adults have valuable life experiences and knowledge. Appreciating their opinions and contributions helps them maintain self-esteem and dignity.
- iii. **Emotional Security:** Changes in health and increasing dependence on others may create feelings of worry or insecurity. Providing reassurance, encouragement, and a safe environment helps them feel protected.
- iv. **Companionship:** Loneliness is a common concern among older adults. Spending time with them, talking with them, and listening to their thoughts helps reduce loneliness and improves emotional health.
- v. **Independence:** Even when support is needed, older adults should be encouraged to do tasks they can perform safely. Maintaining independence improves confidence and self-respect.

5. Social Needs of Older Adults

Social interaction plays an important role in maintaining the emotional and mental well-being of older adults. Staying connected with family, friends, and the community helps them feel included and valued.

Important social needs include:

- i. **Family Interaction:** Spending time with family members and involving older adults in family activities helps them feel loved and emotionally connected.
- ii. **Participation in Social Activities:** Taking part in social, cultural, recreational, or community activities keeps older adults active and reduces feelings of isolation.
- iii. **Communication and Connection:** Older adults should be encouraged to share their feelings, experiences, and concerns. Patient listening and respectful communication strengthen relationships.
- iv. **Involvement in Decisions:** Including older adults in decisions related to their care, daily routine, and family matters helps them feel respected and important.

6. Importance of Emotional and Social Support in Old Age

Emotional and social support plays a vital role in promoting the health, happiness, and overall well-being of older adults. Ageing is often accompanied by physical, emotional, and social changes that may lead to loneliness, anxiety, stress, or a sense of isolation. Regular support from family members, caregivers, friends, and the community helps older adults cope with these challenges, maintain a positive outlook, and enjoy a better quality of life.

Emotional and social support offers several important benefits. It helps reduce stress, loneliness, and feelings of isolation, while improving mental and emotional well-being. It also enhances confidence and self-esteem, fosters a sense of belonging and security, and encourages older adults to remain socially active and engaged in meaningful activities. Such support contributes significantly to healthy and active ageing. Sources of emotional and social support include the following:

- i. Family members
- ii. Elderly Care Companions
- iii. Healthcare professionals
- iv. Friends and neighbours
- v. Community

An Elderly Care Companion plays a key role in providing emotional and social support by listening patiently, communicating respectfully, offering companionship, and providing reassurance during times of need. Through empathy, encouragement, and compassionate care, the companion helps older adults feel valued, respected, and emotionally secure, thereby improving their overall quality of life.

7. Respect and Dignity in Elderly Care

Respect and dignity are fundamental principles of quality elderly care. Every older adult has the right to be treated with kindness, courtesy, and compassion, regardless of their age, health condition, physical ability, or level of dependence.

Providing respectful and dignified care helps elderly individuals feel valued, accepted, and emotionally secure. It also promotes self-confidence, preserves self-esteem, and enhances their overall quality of life.

- (a) **Meaning of Respect and Dignity:** Respect means treating older adults with courtesy and consideration while valuing their opinions, preferences, beliefs, feelings, and life experiences. It involves listening attentively, communicating politely, and recognising their right to make decisions about their own lives. Dignity means preserving an individual's self-respect, privacy, independence, and sense of personal worth. It requires providing care in a manner that protects their identity, honours their choices, and enables them to maintain as much independence as possible. Older adults should always be treated as valued members of society and should never be ignored, humiliated, discriminated against, or made to feel like a burden.
- (b) **Importance of Respectful Care:** Respectful care is the foundation of quality elderly care. Treating older adults with kindness, courtesy, and compassion helps create a positive and trusting relationship between the caregiver and the elderly individual. When older adults are treated with respect and dignity, they feel safe, valued, and emotionally secure. This not only enhances their self-confidence and sense of self-worth but also contributes to their overall health and quality of life. Respectful care offers several important benefits. It builds trust between the caregiver and the elderly individual, promotes emotional well-being, reduces feelings of loneliness and isolation, preserves dignity and self-esteem, and encourages open communication and cooperation. It also creates a positive, supportive, and person-centred caregiving environment that enables older adults to maintain their independence and participate actively in their daily lives.
- (c) **Ways to Maintain Respect and Dignity:** An Elderly Care Companion can promote respect and dignity by following these practices:
 - **Communicate respectfully:** Speak politely, use a calm and reassuring tone, and address older adults in a courteous manner.
 - **Listen with patience:** Give them adequate time to express their thoughts, feelings, concerns, and preferences without interrupting.
 - **Respect privacy:** Maintain privacy during personal care activities such as bathing, dressing, toileting, and medical examinations, and protect the confidentiality of personal information.
 - **Promote independence:** Encourage older adults to perform daily activities independently whenever it is safe and appropriate, while providing assistance only when needed.
 - **Involve them in decision-making:** Seek their opinions and preferences regarding their care, daily routine, meals, clothing, and other aspects of their lives.

- **Show empathy and patience:** Understand the physical and emotional challenges associated with ageing, provide reassurance and emotional support, and respond with kindness and compassion.

An Elderly Care Companion should always provide compassionate, respectful, and inclusive care by listening patiently, respecting individual preferences, protecting privacy, and encouraging independence. By treating every elderly individual with dignity and understanding, the companion helps foster confidence, emotional well-being, and an improved quality of life.

Practical Exercise

Activity 1: Understanding the needs of elderly people

Visit or observe an elderly person in your family or neighborhood and carefully note the physical, emotional, and social challenges they face in their daily life. Discuss with them politely about their routine, difficulties, and the kind of support they require. Based on your observation, prepare a short report explaining the following:

- Physical difficulties faced by the elderly person
- Emotional and social needs
- Support provided by family members or caregivers
- Suggestions for improving their comfort and well-being

Activity 2: Identifying age-related changes

Prepare a chart showing different physical, emotional, and social changes that occur during ageing. Classify the changes under the following headings:

- Physical Changes
- Emotional Changes
- Social Changes

Also mention how these changes affect the daily life of elderly people.

Activity 3: Case study on elderly care

Read the following situation carefully:

“Mr. Sharma is a 72-year-old retired teacher. He suffers from weak eyesight and joint pain. He lives alone because his children work in another city. Due to difficulty in walking, he rarely goes outside and often feels lonely.” Based on the situation, answer the following:

- What physical challenges is Mr. Sharma facing?
- What emotional or social problems may he experience?
- How can an Elderly Care Companion support him in his daily life?

Activity 4: Role play on respectful communication

Perform a role play in pairs where one student acts as an elderly person and the other acts as an Elderly Care Companion. The role play should demonstrate:

- (a) Polite communication
- (b) Listening patiently
- (c) Emotional support
- (d) Respect for elderly individuals
- (e) Encouraging independence

After the activity, discuss the importance of respectful behaviour in elderly care.

Check Your Progress

A. Fill in the Blanks

1. Ageing is a _____ and continuous process of life.
2. Weak muscles and fragile bones may increase the risk of _____ and fractures.
3. Elderly people may experience loneliness due to reduced _____ interaction.
4. Respecting the privacy of elderly people helps maintain their _____.
5. Emotional support helps elderly individuals feel safe, valued, and _____.

B. Multiple Choice Questions

1. Which of the following is a common physical change during ageing?
 - a) Increased stamina
 - b) Weak eyesight
 - c) Faster movement
 - d) Improved hearing
2. Which emotional challenge is commonly faced by elderly people?
 - a) Happiness
 - b) Confidence
 - c) Loneliness
 - d) Excitement
3. Which of the following helps elderly people maintain independence?
 - a) Ignoring their opinions
 - b) Encouraging them to perform simple tasks independently
 - c) Preventing all physical activity
 - d) Isolating them from social activities
4. What may increase the risk of falls among elderly people?
 - a) Proper lighting
 - b) Handrails
 - c) Slippery floors
 - d) Walking support
5. Respect and dignity in elderly care help to
 - a) Increase stress
 - b) Reduce confidence
 - c) Build trust and emotional well-being
 - d) Create dependence

C. State Whether the Following Statements are True or False

1. Ageing affects only the physical health of elderly people.
2. Elderly people may experience emotional stress and loneliness.
3. Reduced mobility may affect the confidence of elderly individuals.
4. Social interaction is important for emotional well-being in old age.
5. Elderly people should not be included in family decisions.

D. Subjective Questions

1. An elderly person living alone often feels lonely and avoids talking to others. Explain how emotional support and companionship can improve the well-being.
2. An elderly woman has weak eyesight and experiences difficulty in walking. What challenges may she face in her daily life? Suggest two ways a care companion can help her.
3. An elderly man slipped in the bathroom due to a wet floor. Explain the safety measures in elderly care that could have been taken.
4. An elderly man forgets to take his medicines on time and feels anxious about his health. How can an elderly care companion support him?
5. An elderly woman feels ignored when family members do not involve her in discussions. Why are respect and dignity important in elderly care?

What have you learned?

After completing this session, you will be able to:

- explain the physical changes that occur during ageing;
- describe the emotional and social needs of elderly people;
- identify common age-related challenges faced by elderly individuals;
- explain the importance of emotional and social support in old age; and
- describe ways to maintain respect and dignity in elderly care.

Session 2: Roles, Ethics and Responsibilities of an Elderly Care Companion

An Elderly Care Companion plays a vital role in helping older adults lead safe, comfortable, and dignified lives. The companion provides non-medical assistance with daily activities, offers companionship and emotional support, and encourages elderly individuals to remain as independent as possible. By treating them with patience, empathy, and respect, the companion helps enhance their physical, emotional, and social well-being while improving their overall quality of life. To perform this role effectively, an Elderly Care Companion must have a clear understanding of professional responsibilities, ethical principles, and appropriate standards of conduct. Equally important is respecting the rights, dignity, privacy, and independence of every elderly individual.

1. Scope of Work of an Elderly Care Companion

An Elderly Care Companion provides non-medical care and support that promotes the health, comfort, safety, and overall well-being of elderly individuals. The primary responsibility of the companion is to assist older adults with their daily activities, offer companionship and emotional support, and help them maintain their independence and dignity. By providing compassionate and person-centred care, the companion contributes significantly to improving the quality of life of elderly individuals.

Elderly Care Companions may have to work in a variety of settings, including private homes, assisted living centres, hospitals, rehabilitation centres, and community-based care facilities. Regardless of the workplace, their role is to support the physical, emotional, and social well-being of older adults while encouraging them to remain as independent and active as possible within their abilities.

The following are the major responsibilities performed by an Elderly Care Companion while providing person-centred care to older adults.

- (a) **Assistance with Daily Activities:** Many older adults experience difficulty performing routine daily activities because of age-related physical changes, chronic illnesses, or reduced mobility. An Elderly Care Companion plays a vital role in assisting them with these activities while promoting their safety, comfort, and dignity. The companion may provide support with walking and mobility, assist during meals, help with personal hygiene, grooming, and dressing, perform simple household tasks, and accompany elderly individuals to medical appointments or outdoor visits. The level of assistance should always be based on the individual's needs and abilities.

While providing care, the companion should encourage elderly individuals to perform tasks independently whenever it is safe and appropriate to do so.

Promoting independence helps preserve their confidence, self-esteem, and sense of control over their daily lives. It also contributes to their physical and emotional well-being, enabling them to maintain a better quality of life.

- (b) **Emotional Support and Companionship:** Emotional well-being is an essential aspect of healthy ageing. Many older adults experience loneliness, anxiety, or emotional stress, particularly those who live alone or have limited contact with family members.

An Elderly Care Companion provides companionship by spending time with elderly individuals, listening patiently to their concerns, and communicating with kindness and respect.

Regular interaction, meaningful conversations, and emotional reassurance help older adults feel valued, secure, and connected. The seven pillars of effective elderly care and caregiver conduct are shown in Figure 1.2. By offering empathy and encouragement, the companion can reduce feelings of loneliness, anxiety, and depression, thereby promoting better mental and emotional well-being.

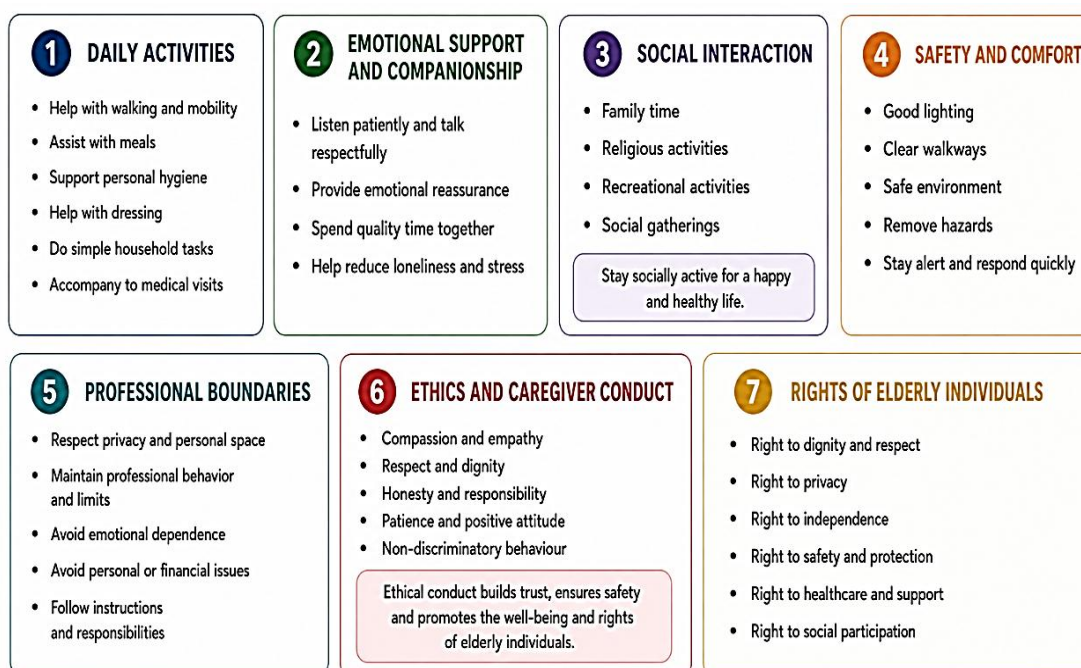


Fig. 1.2: Seven pillars of effective elderly care and caregiver conduct

- (c) **Promoting Social Interaction:** Maintaining social relationships is important for the overall well-being of elderly individuals. Social engagement provides opportunities to build meaningful relationships, stay connected with family and friends, and participate actively in community life.

An Elderly Care Companion should encourage older adults to participate in family gatherings, social and cultural events, religious activities, recreational programmes, hobbies, and group activities according to their interests and abilities. Regular participation in such activities helps reduce loneliness and social isolation, improves emotional health, enhances self-confidence, and contributes to a healthier, happier, and more active lifestyle.

- (d) **Ensuring Safety and Comfort:** Creating a safe and comfortable environment is one of the primary responsibilities of an Elderly Care Companion. Older adults are more susceptible to accidents and injuries because of reduced mobility, impaired vision, and balance-related problems. Therefore, appropriate safety measures should be taken to minimise the risk of falls and other accidents.

The Elderly Care Companion should ensure that the living environment is clean, organised, and free from potential hazards. This includes maintaining

adequate lighting, keeping floors dry and free from obstacles, assisting elderly individuals during walking or movement, and monitoring their safety while they carry out daily activities. The companion should also remain vigilant, identify potential risks, take preventive measures, and respond promptly and calmly in emergencies. By maintaining a safe, secure, and comfortable environment, an Elderly Care Companion helps protect the health and well-being of elderly individuals while promoting their confidence, independence, and quality of life.

2. Professional Boundaries of an Elderly Care Companion

Professional boundaries are the limits and standards that define an appropriate relationship between an Elderly Care Companion and the elderly individual receiving care. These boundaries help ensure that the relationship remains respectful, safe, and professional while promoting trust and mutual respect.

An Elderly Care Companion should demonstrate professionalism in every aspect of caregiving. This includes communicating politely and respectfully, remaining calm and patient in challenging situations, and avoiding rude, disrespectful, or inappropriate behaviour. The companion should also maintain good personal hygiene, wear clean and appropriate attire, and perform assigned responsibilities in accordance with workplace policies and ethical standards.

Professional behaviour promotes trust, effective communication, and mutual respect between the companion and the elderly individual. It also contributes to the delivery of safe, compassionate, and high-quality care.

- (a) ***Respecting Privacy and Personal Space:*** Every elderly individual has the right to privacy, personal space, and dignity. An Elderly Care Companion must respect the individual's personal boundaries, belongings, preferences, and confidential information while providing care and support. Privacy should be maintained during personal hygiene, dressing, bathing, medical consultations, and personal conversations to ensure that the elderly person feels comfortable, respected, and secure. Before providing personal assistance, the companion should always seek the individual's consent and explain the purpose of the assistance. Personal and medical information must be handled with strict confidentiality and should not be disclosed without the individual's permission, except when necessary to protect their safety or when required by legal or professional obligations. Respecting privacy strengthens trust, preserves dignity, and promotes a positive and respectful caregiving relationship.
- (b) ***Avoiding Emotional Dependence:*** Providing emotional support is an important part of elderly care. While developing a caring and supportive relationship, the companion should avoid becoming emotionally dependent on the elderly individual or their family members, or encouraging such dependence.

Maintaining professional limits ensures that the relationship remains respectful, objective, and focused on the well-being of the elderly person. It also enables the companion to provide consistent, ethical, and person-centred care (Figure 1.3).



Fig. 1.3: Role and professional boundaries of elderly care companion

- (c) ***Avoiding Financial or Personal Misuse:*** An Elderly Care Companion must always act with honesty, integrity, and professionalism while caring for elderly individuals. The companion should never misuse the individual's money, property, or personal belongings, accept inappropriate gifts or personal benefits, or take advantage of the person's emotional, physical, or financial circumstances. The companion should respect the elderly individual's choices, preferences, and independence, and should never attempt to influence personal or financial decisions for personal gain. Maintaining ethical conduct and safeguarding the trust placed in the caregiver are fundamental professional responsibilities. Such behaviour protects the dignity, rights, and well-being of elderly individuals while fostering a safe, respectful, and trustworthy caregiving environment.
- (d) ***Following Instructions and Responsibilities:*** An Elderly Care Companion should carry out only those duties that are within the scope of their role and level of competence. Tasks such as medical diagnosis, prescribing or changing medications, and providing medical treatment must always be performed by qualified healthcare professionals. Recognising the limits of one's responsibilities is essential for ensuring the safety and well-being of elderly individuals. The companion should follow the instructions of supervisors and healthcare professionals and communicate promptly with family members, supervisors, and members of the healthcare team whenever necessary. Timely reporting of changes in an elderly person's health, behaviour, or daily functioning helps ensure appropriate care and early intervention. By adhering to professional guidelines, following instructions carefully, and working collaboratively with others, an Elderly Care Companion contributes to the delivery of safe, coordinated, and high-quality care.
- (e) ***Ethics and Caregiver Conduct:*** Ethics are the moral principles and values that guide a person's behaviour and decision-making. In elderly care, ethical conduct is essential because older adults often depend on caregivers for their physical, emotional, and social well-being. An Elderly Care Companion is expected to uphold high ethical standards by acting with honesty, responsibility, respect, compassion, and professionalism. Ethical behaviour not only safeguards the rights and dignity of elderly individuals but also builds trust and promotes the delivery of quality care.
- (f) ***Compassion and Empathy:*** Compassion and empathy are fundamental qualities of an Elderly Care Companion. Compassion involves showing kindness, concern, and a genuine desire to improve the well-being of elderly individuals, while empathy is the ability to understand and appreciate their feelings, emotions, and experiences. A compassionate caregiver listens patiently, responds with sensitivity, offers reassurance, and provides encouragement during difficult situations. By demonstrating empathy and compassion, the companion helps reduce feelings of loneliness, anxiety, and emotional distress, while fostering trust, emotional security, and a supportive caregiving environment.

- (g) **Honesty and Responsibility:** Honesty and responsibility are essential attributes of professional caregiving. An Elderly Care Companion should carry out assigned duties carefully and efficiently, report any changes in the elderly person's health or well-being accurately and without delay, and maintain the confidentiality of personal and medical information. The companion should also be dependable, punctual, accountable for their actions, and committed to following workplace policies and professional guidelines. Honest and responsible conduct promotes safety, builds trust, and ensures the delivery of high-quality care.
- (h) **Patience and a Positive Attitude:** Patience and a positive attitude enable caregivers to respond effectively to the changing needs of elderly individuals. Many older adults require additional time to communicate, understand instructions, move safely, or complete routine activities because of age-related physical or cognitive changes. An Elderly Care Companion should remain calm, patient, and encouraging while providing assistance, without displaying frustration or impatience. A positive attitude creates a warm and supportive environment, reduces stress and anxiety, strengthens communication, builds confidence, and enhances the overall well-being and quality of life of elderly individuals.
- (i) **Non-discriminatory Behaviour:** An Elderly Care Companion should provide care with fairness, equality, and respect, without discrimination of any kind. Every elderly individual deserves the same standard of care regardless of gender, religion, language, culture, economic status, or physical or mental ability. The companion should respect cultural values, personal beliefs, and individual preferences while promoting equality, inclusion, and dignity. Such an approach creates a safe, welcoming, and supportive environment in which every elderly individual feels respected, valued, and accepted.

3. Rights of Elderly Individuals

Every elderly individual has fundamental rights that must be respected and protected by family members, caregivers, healthcare professionals, and society. These rights enable older adults to live with dignity, independence, safety, and respect while maintaining the best possible quality of life.

- (a) **Right to Dignity and Respect:** Every elderly individual has the right to be treated with courtesy, respect, and compassion. They should never be humiliated, neglected, discriminated against, or treated as a burden. Respecting their dignity promotes self-esteem, emotional well-being, and a positive caregiving relationship.
- (b) **Right to Privacy:** Older adults have the right to privacy and confidentiality in all aspects of their personal lives. Their privacy should be respected during medical care, personal hygiene, communication, and daily activities. An Elderly Care Companion should always seek consent

before providing personal assistance, respect personal space and belongings, and maintain the confidentiality of personal and medical information. Such information should only be disclosed when required for the individual's safety or by legal or professional obligations. Respecting privacy strengthens trust and preserves the dignity of elderly individuals.

- (c) **Right to Independence:** Older adults have the right to make decisions about their daily lives and to remain as independent as possible. They should be encouraged to make choices regarding their daily routine, clothing, meals, personal preferences, and participation in social or recreational activities according to their abilities. An Elderly Care Companion should provide assistance only when necessary while motivating elderly individuals to perform tasks independently whenever it is safe to do so. Promoting independence enhances confidence, self-esteem, and overall quality of life.
- (d) **Right to Safety and Protection:** Every elderly individual has the right to live in a safe, secure, and supportive environment that protects them from abuse, neglect, violence, exploitation, and unsafe living conditions. An Elderly Care Companion should identify potential hazards, maintain a safe environment, and take preventive measures to minimise risks. The companion should also remain alert to signs of physical, emotional, financial, or verbal abuse and report any concerns promptly to family members, supervisors, or the appropriate authorities according to established procedures. Protecting elderly individuals from harm is essential for safeguarding their rights, dignity, and well-being.
- (e) **Right to Healthcare and Support:** Every elderly individual has the right to receive appropriate healthcare, emotional support, nutritious food, personal hygiene, and assistance according to their needs. Timely access to healthcare services and supportive care promotes better health, comfort, independence, and overall quality of life.
- (f) **Right to Social Participation:** Older adults have the right to remain socially active and connected with their families, friends, and communities. They should be encouraged to participate in social, cultural, recreational, and community activities according to their interests and abilities. Active social participation helps reduce loneliness, promotes emotional and mental well-being, and enables elderly individuals to lead more active, meaningful, and fulfilling lives.

Practical Exercise

Activity 1: Recognising ethical and professional behaviour

Prepare a poster or chart showing the qualities and ethical behaviour expected from an Elderly Care Companion. Include the following points:

- (a) Respectful communication
- (b) Patience and empathy

- (c) Maintaining privacy
- (d) Honest and responsible behaviour
- (e) Equal treatment towards elderly individuals

Also, explain how these qualities help in improving elderly care.

Activity 2: Situation-based study on elderly rights and care

Read the following situation carefully:

A woman is 78 years old and has difficulty walking. She depends on her caregiver for daily support. The caregiver often ignores his opinions, shares his personal information with others, and leaves the floor wet after cleaning, which increases the risk of falling. Based on the situation, answer the following:

- (a) Which rights of the woman are not being respected?
- (b) What safety risks are present in the situation?
- (c) How should a responsible Elderly Care Companion behave in this situation?
- (d) Why is maintaining dignity and privacy important in elderly care?

Check Your Progress

A. Fill in the Blanks

1. An Elderly Care Companion provides _____ support and companionship to elderly people.
2. Maintaining professional _____ helps create a safe and respectful relationship in elderly care.
3. Elderly people have the right to privacy, dignity, and _____.
4. Compassion and _____ help caregivers understand the feelings of elderly individuals.
5. Slippery floors and poor lighting may increase the risk of _____ among elderly people.

B. Multiple Choice Questions

1. Which of the following is a responsibility of an Elderly Care Companion?
 - a) Conducting surgeries
 - b) Providing emotional support
 - c) Prescribing medicines
 - d) Performing medical operations
2. Which behaviour shows professional conduct in elderly care?
 - a) Speaking rudely
 - b) Ignoring elderly people
 - c) Respecting privacy and dignity
 - d) Sharing personal information publicly

3. Why is social interaction important for elderly people?
 - a) It increases loneliness
 - b) It improves emotional well-being
 - c) It creates fear and stress
 - d) It reduces communication
4. Which of the following is an example of unethical behaviour in elderly care?
 - a) Maintaining confidentiality
 - b) Treating elderly people respectfully
 - c) Misusing belongings of elderly individuals
 - d) Encouraging independence
5. Elderly individuals should be encouraged to participate in decisions related to
 - a) Their personal routine and care
 - b) Only financial matters
 - c) Household repairs only
 - d) Their daily activities and preferences

C. State Whether the Following Statements are True or False

1. An Elderly Care Companion mainly provides non-medical support to elderly people.
2. Sharing personal information of elderly individuals without permission is acceptable.
3. Ethical behaviour helps build trust and emotional security in elderly care.
4. Elderly people have the right to safety and protection from abuse or neglect.
5. Professional boundaries are not important in elderly care.

D. Subjective Questions

1. Mrs. Sharma feels lonely because her family members remain busy throughout the day. Explain how an Elderly Care Companion can support her emotionally and socially.
2. An elderly man slips in the bathroom because the floor was left wet. What safety measures should a care companion follow to prevent such accidents?
3. A caregiver shares the personal health information of an elderly person with neighbours without permission. Which professional boundary has been violated? Why is confidentiality important in elderly care?
4. Mr. Ali becomes upset because his caregiver speaks harshly and ignores his opinions. Explain how respectful communication and empathy improve elderly care.
5. An elderly woman wants to choose her own daily routine, but her caregiver makes all decisions without asking her. Which right of the elderly person is being ignored? How should the caregiver behave in this situation?

What have you learned?

After completing this session, you will be able to:

- explain the scope and responsibilities of an Elderly Care Companion;
- describe the importance of professional boundaries in elderly care;
- identify ethical behaviour and professional conduct required in caregiving;
- explain the rights of elderly individuals related to dignity, privacy, safety, and independence; and
- demonstrate respectful, compassionate, and responsible behaviour while caring for elderly people.

Session 3: Communication and Emotional Support

Communication is an important part of elderly care. Elderly people need emotional support, understanding, and respectful interaction to feel safe, valued, and comfortable. Many elderly individuals experience loneliness, anxiety, stress, or emotional insecurity due to ageing, illness, reduced mobility, or separation from family members. In such situations, proper communication and emotional support help improve their confidence, mental well-being, and quality of life.

An Elderly Care Companion should communicate patiently, listen carefully, and provide emotional reassurance. Positive interaction helps build trust and creates a supportive relationship between the caregiver and the elderly person.

1. Importance of Communication

Effective communication and emotional support are essential components of quality elderly care. As people age, they may experience loneliness, anxiety, stress, or emotional distress due to health problems, reduced independence, or the loss of family members and friends.

Kind, respectful, and empathetic communication helps older adults express their thoughts, feelings, and concerns openly, making them feel heard, understood, and valued. Emotional support, combined with effective communication, enhances their confidence, promotes emotional security, and contributes to a better quality of life. Proper communication and emotional support provides several important benefits. They help improve emotional well-being by reducing feelings of loneliness, stress, anxiety, and isolation. They strengthen trust and confidence between the caregiver and the elderly individual, making it easier to provide person-centred care.

Positive communication also encourages older adults to participate in conversations, social activities, and decision-making related to their daily lives. In addition, it improves cooperation during caregiving, enhances self-esteem, and creates a safe, supportive, and respectful environment where elderly individuals feel accepted and cared for.

An Elderly Care Companion should always communicate with empathy, patience, kindness, and respect. By listening attentively, offering reassurance, and responding to the emotional needs of elderly individuals with compassion and

understanding, the companion can build meaningful relationships and promote their physical, emotional, and social well-being. Effective communication and emotional support are therefore fundamental to providing compassionate, person-centred elderly care.

2. Effective Communication

Effective communication is the foundation of quality elderly care. It enables an Elderly Care Companion to understand the physical, emotional, and social needs of older adults while building trust, confidence, and a positive caregiver–client relationship. Good communication requires patience, empathy, respect, and clarity. By using appropriate communication skills, caregivers can provide safe, person-centred, and compassionate care.

(a) Active Listening; Active listening means giving full attention to the elderly individual, carefully understanding what they are saying, and responding appropriately. Many older adults value having someone who listens patiently without interrupting or judging them.

Steps for Active Listening

1. Give the elderly person your full attention and minimise distractions.
2. Maintain appropriate eye contact and face the person while listening.
3. Allow the individual enough time to speak without interrupting.
4. Listen carefully to both verbal and non-verbal messages.
5. Ask simple questions to clarify if something is not understood.
6. Repeat or summarise important points to confirm understanding.
7. Respond with empathy and reassurance.

Benefits

- Builds trust and rapport.
- Helps identify the individual's needs and concerns.
- Encourages open communication.
- Improves the quality of care.

(b) Empathetic Communication: Empathetic communication involves understanding and acknowledging the feelings and emotions of elderly individuals and responding with kindness, compassion, and sensitivity. Older adults may experience loneliness, anxiety, grief, fear, frustration, or sadness due to illness, reduced independence, or social isolation.

Steps for Empathetic Communication

1. Listen patiently without judging or interrupting.
2. Acknowledge the person's feelings (e.g., Yes, I understand that this is difficult for you.).
3. Speak in a gentle, calm, and respectful tone.
4. Use encouraging and reassuring words.
5. Show genuine concern through facial expressions and body language.

6. Respect the individual's emotions and avoid dismissing their concerns.

Benefits

- Provides emotional comfort.
- Reduces stress and anxiety.
- Strengthens trust between the caregiver and the elderly person.
- Promotes emotional well-being.

(c) Clear and Simple Communication: Age-related changes in hearing, memory, vision, or cognitive ability may make it difficult for some elderly individuals to understand complex information. Therefore, communication should be clear, simple, and easy to follow.

Steps for Clear Communication

1. Speak slowly and clearly.
2. Use simple, familiar words instead of technical terms.
3. Explain one idea or instruction at a time.
4. Pause between instructions to allow time for understanding.
5. Repeat or rephrase information if necessary.
6. Ask the elderly person to repeat important instructions to confirm understanding.

Benefits

- Reduces confusion.
- Improves understanding and cooperation.
- Prevents misunderstandings.
- Promotes safe and effective care.

(d) Non-verbal Communication: Non-verbal communication includes facial expressions, eye contact, gestures, body posture, touch (when appropriate), and tone of voice. These cues often communicate emotions more effectively than words.

Steps for Effective Non-verbal Communication

1. Maintain a warm and friendly facial expression.
2. Make appropriate eye contact.
3. Use open and relaxed body language.
4. Speak in a calm, gentle tone.
5. Use reassuring gestures when appropriate.
6. Observe the elderly person's facial expressions, posture, and body movements for signs of pain, discomfort, anxiety, or confusion.

Benefits

- Creates a sense of trust and comfort.
- Helps identify unspoken needs.

- Makes communication more effective.
- Enhances emotional support.

(e) Respectful and Positive Communication; Respectful communication preserves the dignity, independence, and self-esteem of elderly individuals. Every older adult deserves to be treated with courtesy and respect (Figure 1.4).

Steps for Respectful Communication

1. Address the elderly person politely using their preferred name or title.
2. Listen carefully to their opinions and preferences.
3. Respect their cultural values, beliefs, and personal choices.
4. Avoid arguing, criticising, or speaking harshly.
5. Encourage independence by involving them in decisions whenever possible.
6. Offer praise and positive encouragement.

Benefits

- Maintains dignity and self-respect.
- Encourages cooperation.
- Builds mutual trust.
- Creates a caring and supportive environment.

(f) Patience and Reassurance: Many elderly individuals need additional time to understand information, make decisions, or respond because of age-related physical or cognitive changes. Patience and reassurance help them feel comfortable and confident.

Steps for Showing Patience and Reassurance

1. Allow sufficient time for the individual to respond.
2. Avoid rushing or pressuring them.
3. Speak calmly and confidently.
4. Reassure them if they appear anxious or confused.
5. Encourage them to ask questions and express their concerns.
6. Continue offering emotional support throughout the interaction.

Benefits

- Reduces fear and anxiety.
- Builds confidence.
- Encourages participation in care.
- Helps elderly individuals feel safe, respected, and emotionally secure.

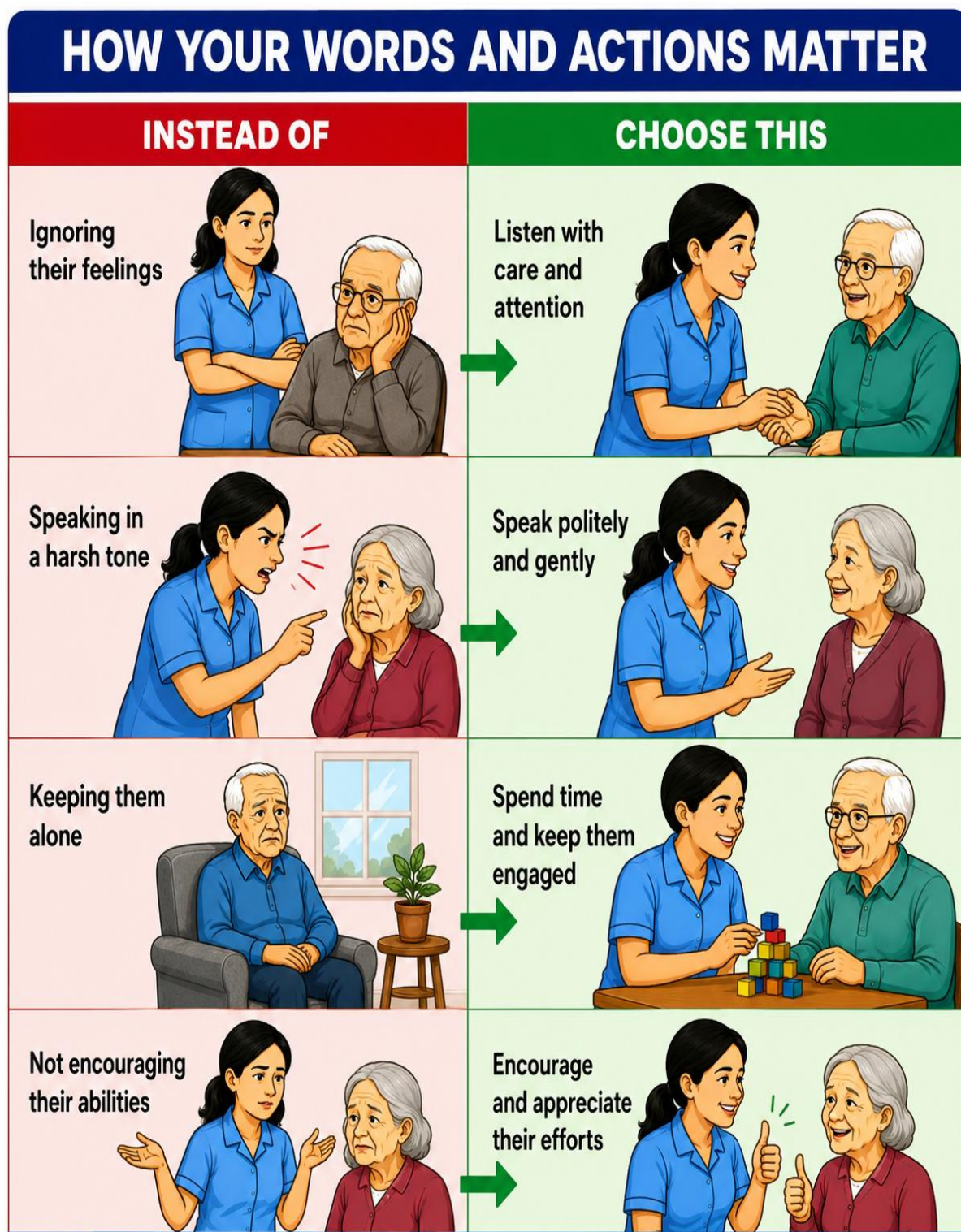


Fig.1.4. Choosing words for effective communication with older adults

3. Providing Emotional Support

An Elderly Care Companion plays a vital role in supporting the emotional well-being of older adults. Many elderly individuals experience loneliness, anxiety, grief, or emotional stress due to ageing, illness, reduced independence, or the loss of loved

ones. By providing companionship, understanding, and reassurance, the companion helps older adults feel valued, respected, and emotionally secure. The key responsibilities of an Elderly Care Companion in providing emotional support include the following:

- (a) **Providing companionship:** Spend quality time with elderly individuals through regular conversations and shared activities to reduce loneliness and social isolation.
- (b) **Listening actively:** Listen patiently to their thoughts, feelings, and concerns without interrupting or judging, and encourage them to express their emotions freely.
- (c) **Communicating with empathy:** Respond with kindness, compassion, and understanding, recognising the emotional challenges associated with ageing.
- (d) **Offering reassurance and encouragement:** Provide emotional reassurance during times of fear, illness, or stress, and encourage a positive outlook towards life.
- (e) **Building trust:** Develop a caring and respectful relationship based on honesty, patience, and confidentiality so that elderly individuals feel comfortable sharing their concerns.
- (f) **Encouraging social interaction:** Motivate older adults to stay connected with family members, friends, neighbours, and community groups to promote emotional and social well-being.
- (g) **Respecting individual preferences:** Recognise and respect the elderly person's opinions, beliefs, cultural values, and personal choices while providing emotional support.
- (h) **Observing emotional well-being:** Be alert to signs of sadness, anxiety, depression, withdrawal, or behavioural changes, and report significant concerns to family members or healthcare professionals when necessary.
- (i) **Promoting participation in enjoyable activities:** Encourage hobbies, recreational activities, spiritual practices, and social events that bring enjoyment and improve emotional health.
- (j) **Maintaining a positive environment:** Create a calm, friendly, and supportive atmosphere where elderly individuals feel safe, accepted, and cared for.

By providing compassionate emotional support, an Elderly Care Companion helps reduce loneliness, anxiety, and emotional distress while enhancing self-esteem,

confidence, and overall quality of life. Such support enables older adults to age with dignity, independence, and a greater sense of happiness and well-being.

Practical Exercise

Activity 1: Practising active listening

Form pairs in the classroom where one student acts as an elderly person and the other acts as an Elderly Care Companion. The student acting as the elderly person will share a simple problem or feeling, while the caregiver listens carefully without interrupting. After the conversation, discuss the following:

- (a) How active listening makes elderly people feel respected and valued
- (b) The importance of patience and polite communication
- (c) How good listening improves trust and emotional support

Activity 2: Demonstrating positive communication

Prepare a short role play showing both inappropriate and appropriate ways of communicating with elderly people. Include situations such as the following:

- (a) Speaking politely instead of harshly
- (b) Encouraging elderly individuals instead of ignoring them
- (c) Spending time and showing emotional support
- (d) Appreciating their efforts and opinions

After the activity, discuss how positive communication and emotional support improve the confidence and emotional well-being of elderly individuals.

Check Your Progress

A. Fill in the Blanks

1. Active listening helps elderly people feel _____ and understood.
2. Empathetic communication involves kindness, patience, and emotional _____.
3. Trust and companionship help reduce feelings of _____ among elderly individuals.
4. An Elderly Care Companion should speak in a polite and _____ manner.
5. Emotional support improves the mental well-being and _____ of elderly people.

B. Multiple Choice Questions

1. What is the meaning of active listening?
 - a) Ignoring conversations
 - b) Listening carefully and patiently
 - c) Speaking loudly
 - d) Giving instructions quickly

2. Which of the following is an example of empathetic communication?
 - a) Speaking harshly
 - b) Ignoring feelings
 - c) Using kind and respectful language
 - d) Avoiding conversation
3. Why is companionship important for elderly people?
 - a) It increases loneliness
 - b) It improves emotional well-being
 - c) It creates stress
 - d) It reduces communication
4. Which behaviour helps build trust in elderly care?
 - a) Respecting privacy and listening patiently
 - b) Ignoring concerns
 - c) Speaking rudely
 - d) Avoiding interaction
5. Emotional support helps elderly people feel
 - a) Neglected
 - b) Isolated
 - c) Valued and secure
 - d) Fearful

C. State Whether the Following Statements are True or False

1. Active listening means interrupting elderly people while they speak.
2. Empathetic communication helps build emotional comfort and trust.
3. Elderly people may feel lonely and emotionally stressed.
4. Harsh behaviour improves communication in elderly care.
5. Emotional support is important for the well-being of elderly individuals.

D. Subjective Questions

1. An elderly person feels lonely because nobody listens to their feelings. Explain how active listening can improve their emotional well-being.
2. A caregiver speaks harshly to an elderly woman who is taking more time to complete a task. Explain why empathetic communication is important in elderly care.
3. An old man lives alone and rarely interacts with others. How can companionship and regular communication improve his emotional health?
4. An elderly person becomes emotionally upset after being ignored by family members. What role can an Elderly Care Companion play in providing emotional support?
5. A caregiver spends time talking politely and encouraging an elderly man to participate in activities. Explain how such behaviour helps build trust and confidence.

What have you learned?

After completing this session, you will be able to:

- explain the importance of communication in elderly care;
- demonstrate active listening and empathetic communication skills;
- describe the role of emotional support and companionship in elderly well-being;
- explain how trust and positive interaction improve caregiver–elderly relationships; and
- demonstrate respectful, patient, and supportive behaviour while interacting with elderly individuals.

Session 4: Hygiene, Sanitation, and Infection Prevention

Good hygiene and cleanliness are very important for maintaining the health and well-being of elderly people. As people grow older, their immunity becomes weaker, making them more vulnerable to infections and diseases. Elderly individuals may also face difficulty in maintaining personal hygiene due to weakness, joint pain, reduced mobility, or illness.

An Elderly Care Companion plays an important role in helping elderly individuals maintain cleanliness, comfort, and a healthy environment. Proper hygiene and sanitation help prevent infections, improve confidence, and ensure a safe and comfortable life for elderly people.

1. Personal Hygiene Support

Personal hygiene refers to the practices that help keep the body clean, healthy, and free from infections. As people age, they may experience reduced mobility, poor balance, weakness, or health conditions that make it difficult to perform personal hygiene activities independently. In such situations, an Elderly Care Companion plays an important role in assisting older adults while respecting their dignity, privacy, and personal preferences.

Personal hygiene support includes assisting with bathing, oral care, handwashing, grooming, hair care, nail care, dressing, and changing into clean clothes (Figure 1.5). The companion should encourage elderly individuals to perform these activities independently whenever possible and provide assistance only when required. Care should be delivered in a respectful, patient, and supportive manner to ensure the individual's comfort and confidence.

Maintaining good personal hygiene offers several health benefits. It helps prevent infections and skin problems, promotes body cleanliness, improves comfort and self-confidence, and supports both physical and emotional well-being. By providing appropriate hygiene support, an Elderly Care Companion helps elderly individuals maintain their health, dignity, and quality of life.



Fig. 1.5: Personal hygiene support by an elderly care companion

2. Hand Hygiene and Sanitation

Hand hygiene is one of the most effective ways to prevent the spread of germs and infections. Elderly people should wash their hands regularly, especially before eating, after using the toilet, after coughing or sneezing, and after touching unclean surfaces. An Elderly Care Companion should also maintain proper hand hygiene while providing care. Hands should be washed using soap and clean water for at least twenty seconds. Sanitation means maintaining clean surroundings and proper hygiene practices. Clean rooms, bathrooms, bedding, utensils, and frequently used objects help reduce the spread of harmful germs and diseases. Proper hand hygiene and sanitation helps in the following:

- Preventing infections
- Maintaining cleanliness
- Improving health and safety
- Creating a healthy environment for elderly individuals

3. Infection Prevention Practices

Elderly individuals are more vulnerable to infections because of reduced immunity and age-related health conditions. Therefore, infection prevention is an essential aspect of elderly care. An Elderly Care Companion should follow proper infection prevention practices by maintaining personal hygiene, washing hands regularly, keeping the surroundings clean, using clean clothes and bedding, covering the mouth and nose while coughing or sneezing, avoiding contact with infected

individuals, and ensuring proper ventilation and cleanliness in the living environment. The caregiver should also observe elderly individuals for signs of illness, such as fever, cough, weakness, or skin infections, and promptly report any concerns to family members or healthcare professionals when necessary. Following these infection prevention practices helps reduce the risk of disease, protects the health of elderly individuals, and promotes a safe, clean, and healthy living environment.

4. Waste Disposal and Cleanliness

Proper waste disposal is essential for maintaining hygiene, preventing infections, and ensuring a safe living environment for elderly individuals. Waste materials such as used tissues, food waste, medicines, and another household waste should be disposed of safely and regularly. Proper waste disposal, regular cleaning, and organized living spaces help prevent diseases, promote hygiene, and create a safe and healthy environment (Figure 1.6).



Fig. 1.6: Good hygiene practices for a healthy home environment

Improper waste disposal can attract insects, spread harmful germs, create unpleasant odours, and increase the risk of diseases. An Elderly Care Companion should ensure that dustbins are covered and cleaned regularly, waste is disposed of properly, floors and bathrooms are kept clean, and living areas remain organised and hygienic. Maintaining clean surroundings not only creates a healthy, safe, and comfortable environment but also reduces the risk of infection and promotes the overall well-being of elderly individuals.

By encouraging cleanliness, safe hygiene practices, and proper sanitation, an Elderly Care Companion helps improve the comfort, confidence, health, and quality of life of elderly people.

Practical Exercise

Activity 1: Demonstrating proper hand hygiene

Observe and practise the correct method of hand washing. Wash your hands properly using soap and clean water while following all hygiene steps carefully. After the activity, discuss the following:

- (a) Importance of hand hygiene in elderly care
- (b) Situations when hand washing is necessary
- (c) How proper hand hygiene helps prevent infections and diseases

Activity 2: Observing cleanliness and infection prevention practices

Visit a classroom, home, or nearby environment and observe the hygiene and sanitation practices followed for cleanliness and safety. Prepare a short observation report based on the following points:

- (a) Personal hygiene practices followed
- (b) Cleanliness of floors, bathrooms, and surroundings
- (c) Waste disposal methods used
- (d) Infection prevention measures observed
- (e) Suggestions for improving hygiene and sanitation

After the activity, discuss how cleanliness and proper sanitation help maintain the health and well-being of elderly individuals.

Check Your Progress

A. Fill in the Blanks

1. Good personal hygiene helps prevent _____ and diseases.
2. Washing hands regularly is important for maintaining proper _____.
3. Elderly people are more vulnerable to infections due to weak _____.
4. Proper _____ disposal helps maintain cleanliness and hygiene.
5. Clean surroundings improve the health and _____ of elderly individuals.

B. Multiple Choice Questions

1. Which of the following is a part of personal hygiene?
 - a) Ignoring cleanliness
 - b) Regular hand washing
 - c) Throwing waste openly
 - d) Avoiding bathing
2. Why is hand hygiene important in elderly care?
 - a) It spreads germs
 - b) It increases infections

- c) It helps prevent infections
 - d) It creates illness
3. Which of the following helps prevent infections?
 - a) Unclean surroundings
 - b) Poor ventilation
 - c) Maintaining cleanliness and hygiene
 - d) Improper waste disposal
 4. What should an Elderly Care Companion ensure for elderly individuals?
 - a) Unsafe surroundings
 - b) Dirty environment
 - c) Clean and hygienic living conditions
 - d) Cluttered pathways
 5. Covered dustbins help in
 - a) Spreading diseases
 - b) Maintaining cleanliness and hygiene
 - c) Increasing bad odour
 - d) Attracting insects

C. State Whether the Following Statements are True or False

1. Elderly people may require support in maintaining personal hygiene.
2. Hand washing is not necessary before eating.
3. Clean surroundings help prevent infections and diseases.
4. Improper waste disposal may spread germs and infections.
5. Hygiene and sanitation are important for elderly well-being.

D. Subjective Questions

1. An elderly person is unable to maintain personal hygiene due to weakness and joint pain. Explain how an Elderly Care Companion can support them respectfully.
2. A caregiver forgets to wash hands before assisting an elderly person during meals. Explain why hand hygiene is important in elderly care.
3. An old man living alone in a room has dirty spaces around for a week, and waste is not disposed of regularly. What health problems may arise from such unhygienic conditions?
4. An elderly woman frequently falls sick due to poor cleanliness and lack of hygiene practices at home. Suggest infection prevention measures that can improve her health and safety.
5. A caregiver notices that the bathroom floor is wet and unsafe for an elderly person. Explain why cleanliness and sanitation are important for preventing accidents and infections.

What have you learned?

After completing this session, you will be able to:

- explain the importance of hygiene and sanitation in elderly care;
- describe the role of personal hygiene in maintaining the health and well-being of elderly individuals;
- demonstrate proper hand hygiene and sanitation practices;
- identify infection prevention measures used in elderly care; and
- explain the importance of proper waste disposal and clean surroundings.

Unit 2 Safety and Daily Living Assistance

Unit 2 on ***Safety and Daily Living Assistance*** introduces you to the essential safety measures and caregiving practices required for supporting elderly individuals in their daily lives. Elderly people may face difficulties related to mobility, daily activities, safety, and emergency situations due to ageing, weakness, or health-related conditions. Proper assistance, safe surroundings, mobility support, and emergency preparedness are important for ensuring the comfort, safety, and well-being of elderly individuals.

Session 1 on ***Home Safety and Fall Prevention*** deals with common household hazards, safe caregiving environments, fall prevention measures, and basic safety devices used in elderly care.

Session 2 on ***Mobility Assistance and Safe Transfers*** familiarises you with walking assistance, wheelchair support, bed-to-chair transfers, and proper body mechanics required for safe movement and caregiving.

Session 3 on ***Activities of Daily Living Support*** covers assistance provided during dressing, grooming, toileting, and feeding while maintaining the dignity, comfort, and independence of elderly individuals.

Session 4 on ***Emergency Response, and First Aid*** introduces you to emergency response measures, basic first aid practices, and emergency contact procedures used during accidents and medical emergencies in elderly care.

Session 1: Home Safety and Fall Prevention

Safety is one of the most important aspects of elderly care. As people grow older, physical weakness, reduced vision, poor balance, and slower movement increase the risk of accidents and injuries at home. Falls are among the most common problems faced by elderly individuals and may lead to fractures, pain, fear, and loss of independence.

An Elderly Care Companion plays an important role in creating a safe environment, identifying hazards, preventing falls, and supporting elderly individuals in their daily activities. Proper safety measures help elderly people live comfortably, confidently, and independently.

1. Identifying Hazards

Hazards are unsafe conditions or objects that may cause accidents or injuries. Elderly individuals are more vulnerable to falls and other injuries because of reduced mobility, weak eyesight, poor balance, and age-related physical limitations. Therefore, it is important to identify and eliminate potential hazards from their surroundings to ensure their safety.

Common household hazards include wet or slippery floors, loose rugs or exposed wires, poor lighting, cluttered pathways, uneven surfaces or broken stairs, bathrooms without support rails, and frequently used objects placed out of reach. These conditions can increase the risk of slipping, tripping, or falling, leading to serious injuries.

An Elderly Care Companion should regularly inspect the living environment, identify potential risks, and take appropriate measures to remove or minimise hazards. Maintaining a clean, organised, and hazard-free environment helps ensure the safety, comfort, independence, and overall well-being of elderly individuals.

2. Safe Caregiving Environment

A safe caregiving environment enables elderly individuals to move comfortably, perform daily activities with confidence, and reduce the risk of accidents and injuries. The living environment should be clean, well-organised, properly ventilated, and easily accessible to meet the needs of older adults.

An Elderly Care Companion should ensure that floors are kept dry and clean, adequate lighting and ventilation are maintained, furniture is arranged safely, and pathways remain free from obstacles. Bathrooms and staircases should be equipped with support rails, and frequently used items should be stored within easy reach to minimise unnecessary movement and prevent falls.

Caregivers should also encourage elderly individuals to wear comfortable, non-slip footwear and use assistive devices, such as walking sticks or walkers, whenever required. Creating a safe and supportive environment reduces the fear of falls, enhances confidence, promotes independence, and contributes to the overall health, comfort, and well-being of elderly individuals.

3. Preventing Slips and Falls

Falls are one of the leading causes of injuries among elderly individuals and can result in serious health complications, reduced mobility, and loss of independence. Age-related factors such as weak muscles, poor balance, dizziness, impaired vision, and unsafe surroundings increase the risk of falling.

An Elderly Care Companion should take preventive measures by cleaning spills immediately, using non-slip mats in bathrooms, providing walking support whenever needed, ensuring adequate lighting, especially at night, encouraging slow and careful movement, and keeping floors free from clutter, loose rugs, and exposed wires.

Elderly individuals should also be encouraged to use handrails while climbing stairs and to wear comfortable, non-slip footwear. The caregiver should remain alert, supervise movement when necessary, and provide timely assistance during daily activities to minimise the risk of falls. Figure 2.1 shows what preventive measures can be taken to avoid slips and falls. These safety measures help protect elderly individuals from injuries, enhance their confidence, and support their independence and overall well-being. Preventing falls helps elderly people feel safer and more confident in their daily life.



Fig. 2.1: Preventing slips and falls by taking corrective measures

4. Basic Safety Devices

Safety devices are tools or equipment that help elderly individuals move safely and reduce the risk of accidents and injuries (Figure 2.2). These devices improve comfort, independence, and confidence. Common safety devices used in elderly care include the following:

- (i) Walking sticks
- (ii) Walkers
- (iii) Wheelchairs
- (iv) Handrails
- (v) Non-slip mats
- (vi) Bedside support rails
- (vii) Emergency bells or alarms

An Elderly Care Companion should know how to use these devices properly and assist elderly individuals whenever required. Safety devices should always be clean, stable, and placed correctly to ensure safe use.

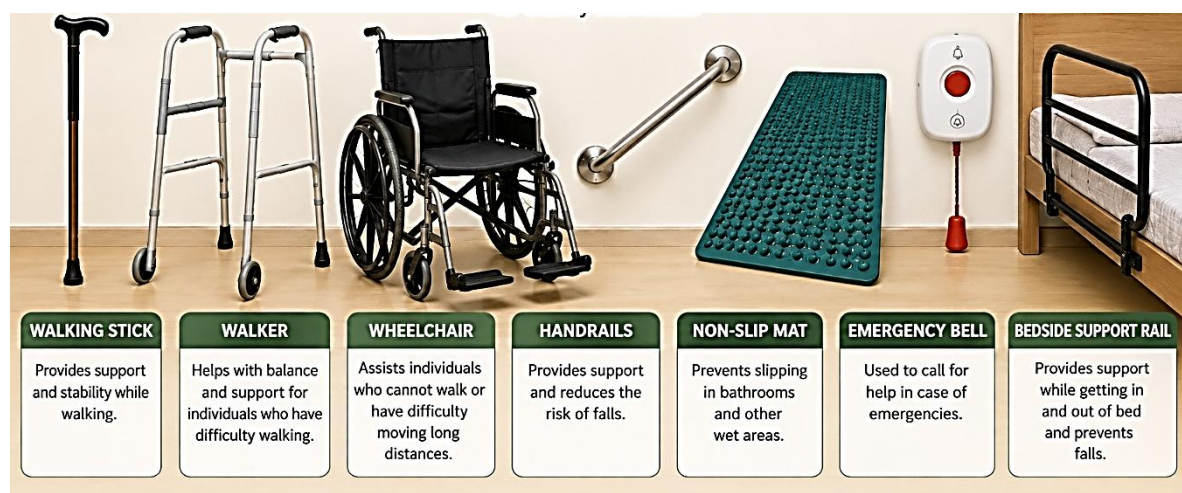


Fig. 2.2: Common mobility and safety aids for the older adults

5. Importance of Home Safety and Fall Prevention

Maintaining home safety is essential for protecting elderly individuals from injuries and accidents. A clean, organised, and supportive environment helps elderly people feel secure and independent.

An Elderly Care Companion should always identify hazards, maintain safety measures, prevent falls, and encourage safe movement to improve the health, safety, and well-being of elderly individuals.

Practical Exercise

Activity 1: Identifying safety hazards at home

Visit a classroom, home, or nearby environment and carefully observe possible hazards that may cause slips, falls, or injuries to elderly people. Prepare a short observation report based on:

- Wet or slippery floors
- Loose wires or rugs
- Poor lighting
- Cluttered pathways
- Absence of handrails or support

Also, suggest measures that can help create a safer environment for elderly individuals.

Activity 2: Demonstration of fall prevention measures

Perform a classroom demonstration showing safe practices that help prevent slips and falls among elderly people. The demonstration should include the following:

- Walking carefully with support

- (b) Using handrails while climbing stairs
- (c) Keeping floors dry and clean
- (d) Using non-slip mats
- (e) Assisting an elderly person during movement

After the activity, discuss the importance of home safety and fall prevention in elderly care.

Check Your Progress

A. Fill in the Blanks

1. Wet floors and loose wires are common _____ in the home.
2. Proper lighting and clean surroundings help prevent _____ and falls.
3. Handrails and walkers are examples of safety _____.
4. Elderly people may face difficulty in movement due to reduced _____ and balance.
5. A safe caregiving environment improves the confidence and _____ of elderly individuals.

B. Multiple Choice Questions

1. Which of the following may increase the risk of falls among elderly people?
 - a) Proper lighting
 - b) Dry floors
 - c) Cluttered pathways
 - d) Handrails
2. Which safety device helps elderly people walk safely?
 - a) Television
 - b) Walker
 - c) Table lamp
 - d) Dustbin
3. Why is home safety important in elderly care?
 - a) To create confusion
 - b) To increase accidents
 - c) To prevent injuries and falls
 - d) To reduce cleanliness
4. Which of the following is a safe caregiving practice?
 - a) Leaving spills on the floor
 - b) Blocking pathways
 - c) Keeping floors clean and dry
 - d) Ignoring hazards
5. Non-slip mats are mainly used to
 - a) Decorate the room
 - b) Prevent slipping and falling

- c) Increase clutter
- d) Block movement

C. State Whether the Following Statements are True or False

1. Elderly people are more vulnerable to falls and injuries.
2. Loose rugs and wet floors may create safety hazards.
3. Proper lighting helps elderly people move safely.
4. Walkers and wheelchairs are examples of safety devices.
5. Cluttered pathways help prevent accidents among elderly individuals.

D. Subjective Questions

1. An elderly person slips in the bathroom due to a wet floor. Explain what safety measures could have prevented the accident.
2. A caregiver notices loose wires and cluttered pathways in an elderly person's room. Why should these hazards be removed immediately?
3. An elderly man feels afraid of walking alone after falling once at home. How can safety devices and caregiver support improve his confidence?
4. A family installs handrails and non-slip mats in the house of an elderly woman. Explain how these safety measures help in fall prevention.

What have you learned?

After completing this session, you will be able to:

- identify common hazards that may cause falls and injuries among elderly people;
- explain the importance of a safe caregiving environment in elderly care;
- describe measures used for preventing slips and falls;
- identify basic safety devices used to support elderly individuals; and
- explain the role of an Elderly Care Companion in maintaining home safety and fall prevention.

Session 2: Mobility Assistance and Safe Transfer

Many elderly people face difficulty in walking, standing, moving, or changing positions due to weak muscles, joint pain, poor balance, illness, or reduced mobility. They may require assistance while walking, using wheelchairs, or moving from one place to another safely.

An Elderly Care Companion plays an important role in supporting elderly individuals during movement and daily activities. Proper mobility assistance and safe transfer techniques help prevent falls, injuries, pain, and discomfort. They also improve confidence, comfort, and independence among elderly individuals.

1. Walking Assistance for an Elderly Person

Walking assistance helps elderly individuals move safely while maintaining their independence, confidence, and mobility. An Elderly Care Companion should provide only the support that is needed, encouraging the person to remain as independent as possible while preventing falls and injuries.

(a) Steps for Providing Walking Assistance

1. Prepare the Environment

- Explain the activity and obtain the elderly person's consent.
- Ensure the walking area is clean, well-lit, dry, and free from obstacles such as loose rugs, wires, or furniture.
- Check that the person is wearing comfortable clothing and well-fitting, non-slip footwear.
- Keep any prescribed walking aid (walking stick, walker, or crutches) ready for use.

2. Help the Person Stand Safely

- Ask the person to move to the edge of the bed or chair.
- Encourage them to place both feet firmly on the floor.
- Support them using proper body mechanics by bending your knees and keeping your back straight.
- Allow the person to stand slowly and wait for a few seconds before walking to ensure they are not dizzy or unsteady.

3. Assist During Walking

- Walk slightly beside and just behind the elderly person, preferably on their weaker side if they have one.
- Offer support at the elbow or use a gait belt if available. Do not pull or lift the person by the arm or shoulder.
- Encourage slow, steady steps and allow the person to set a comfortable pace.
- Remind them to use their walking aid correctly, if prescribed.
- Stay alert for signs of tiredness, pain, dizziness, breathlessness, or loss of balance.
- Allow the person to rest whenever necessary.

4. Assist the Person to Sit Down

- Guide the person to a stable chair.
- Ask them to feel the chair against the back of their legs before sitting.
- Support them as they slowly lower themselves into the chair.
- Ensure they are seated comfortably with both feet resting on the floor or a footrest.

(b) Precautions

- Never rush the elderly person while walking.
- Stay close enough to provide support without restricting natural movement.
- Avoid slippery or uneven surfaces whenever possible.
- Do not allow the person to walk without prescribed walking aids.
- Stop immediately if the person complains of dizziness, severe pain, chest pain, or difficulty breathing.
- Never leave an unsteady person unattended while walking.

(c) Essential Do's and Don'ts for Caregivers

Providing walking assistance to elderly individuals is an important caregiving skill that helps maintain mobility, independence, and confidence while reducing the risk of falls and injuries. By using proper techniques, Do's and Don'ts given in the table below, effective communication, and appropriate support, caregivers can ensure safe and comfortable movement for older adults (Figure 2.3).

Do's	Don'ts
Communicate clearly before and during walking.	Do not pull, drag, or push the person while walking.
Encourage the elderly person to walk independently as much as they safely can.	Do not walk too quickly.
Use proper body mechanics to protect yourself from injury.	Do not ignore signs of fatigue or discomfort.
Observe the person's balance, posture, and walking pattern.	Do not use damaged or improperly adjusted walking aids.
Praise and encourage the person to build confidence.	Do not force the person to continue walking if they feel unwell.



Fig. 2.3: Providing walking assistance to elderly

2. Providing Wheelchair Support to an Elderly Person

Some elderly individuals may require a wheelchair because of weakness, illness, injury, or difficulty in walking. A wheelchair enables them to move safely, comfortably, and with greater independence. An Elderly Care Companion should be familiar with the correct techniques for assisting elderly individuals while using a wheelchair (Figure 2.4).

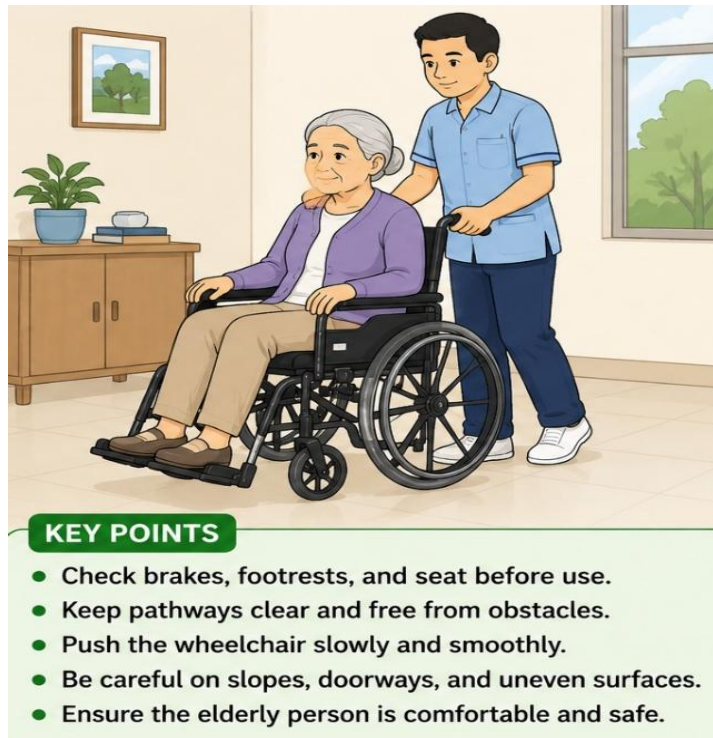


Fig. 2.4: Providing wheelchair support to elderly

Steps for Providing Wheelchair Support

Before Assisting

1. Explain the procedure to the elderly person and obtain their consent.
2. Check the wheelchair to ensure it is clean, stable, and in good working condition.
3. Lock the wheelchair brakes before the person sits down or stands up.
4. Fold away or remove the footrests to prevent tripping during transfer.
5. Position the wheelchair close to the bed, chair, or toilet at a slight angle for easier transfer.
6. Ensure the area is free of obstacles such as loose rugs, wet floors, or clutter.

While Assisting the Person into the Wheelchair

1. Encourage the elderly person to assist as much as they comfortably can.
2. Support them using proper body mechanics, keeping your back straight and bending your knees.
3. Help the person sit slowly and comfortably in the wheelchair.

4. Ensure they are sitting upright with their hips fully back in the seat.
5. Place both feet securely on the footrests after they are seated.
6. Fasten the safety belt, if available and appropriate.

While Moving the Wheelchair

1. Inform the person before you start moving the wheelchair.
2. Push the wheelchair from behind using both hands on the handles.
3. Move at a slow, steady, and comfortable speed.
4. Avoid sudden starts, stops, or sharp turns.
5. Watch for uneven surfaces, potholes, ramps, or obstacles.
6. Keep the person's hands and feet inside the wheelchair while moving.
7. Communicate regularly and ask if they are comfortable.

While Using Ramps and Slopes

- Going uphill: Push the wheelchair forward while maintaining control.
- Going downhill: Move slowly and, if the slope is steep, descend backward to improve stability and control (following your facility's training and wheelchair design recommendations).
- Never let the wheelchair roll freely on a slope.

While Crossing Curbs or Small Obstacles

1. Approach the obstacle slowly.
2. Tip the wheelchair back slightly only if trained to do so.
3. Move carefully over the obstacle while maintaining balance.
4. Avoid attempting large curbs or stairs without appropriate equipment or assistance.

After Reaching the Destination

1. Lock the wheelchair brakes before the person attempts to stand or transfer.
2. Move the footrests out of the way.
3. Assist the person to stand or transfer safely if required.
4. Ensure the elderly person is comfortable and properly positioned.

Precautions

- Never move the wheelchair with the brakes locked.
- Never leave an elderly person unattended on a slope.
- Do not use the footrests for standing or lifting the person.
- Keep clothing, blankets, and medical tubing away from the wheels.
- Avoid leaning heavily on the wheelchair handles, as this may affect stability.
- Ask for assistance if the person is heavy or requires a two-person transfer.
- Follow infection prevention practices by cleaning wheelchair handles and frequently touched surfaces when necessary.

3. Bed-to-Chair Transfers

A bed-to-chair transfer is the process of assisting an elderly individual to move safely from a bed to a chair or wheelchair. Many older adults require help during transfers due to muscle weakness, dizziness, pain, poor balance, joint stiffness, or reduced mobility. Safe transfer techniques are essential to prevent falls, minimize the risk of injury, and promote the individual's comfort, confidence, and independence. Before beginning the transfer, the Elderly Care Companion should explain the procedure clearly to reassure the individual and encourage cooperation. The surrounding area should be checked to ensure the floor is clean, dry, and free from obstacles that could cause slipping or tripping.

Step-wise Procedure: Bed-to-Chair Transfer

Step 1: Explain the Procedure

- Introduce yourself and explain the transfer process to the elderly individual (Figure 2.5).
- Reassure them and encourage their cooperation.

Step 2: Prepare the Environment

- Ensure the floor is clean, dry, and free from obstacles.
- Remove any items that could cause slipping or tripping.

Step 3: Position the Chair or Wheelchair

- Place the chair or wheelchair close to the bed at a suitable angle.
- Lock the wheelchair brakes.
- Move the footrests aside, if necessary, to provide enough space for the transfer.

Step 4: Help the Individual Sit Up

- Assist the elderly person to move from a lying position to a sitting position on the edge of the bed.
- Allow them to sit for a few moments to prevent dizziness.

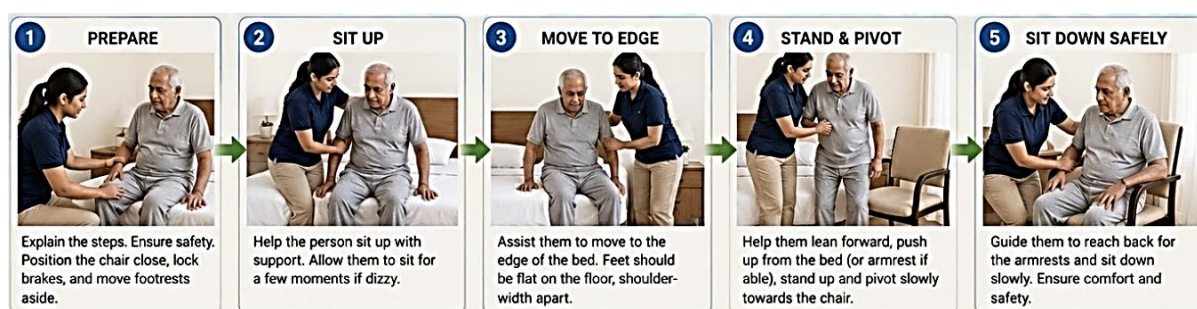


Fig. 2.5: Steps for bed-to-chair transfer of an elderly

Step 5: Position Yourself Correctly

- Stand close to the individual.
- Keep your back straight and bend your knees.
- Avoid twisting your body while assisting.

Step 6: Assist the Individual to Stand

- Encourage the individual to push up with their hands if able.
- Provide firm but gentle support while helping them stand.

Step 7: Turn Towards the Chair

- Guide the individual to take small, slow steps towards the chair.
- Keep supporting them throughout the movement.

Step 8: Help the Individual Sit Down

- Ask the individual to feel the chair against the back of their legs.
- Encourage them to reach for the armrests (if available).
- Assist them to lower themselves slowly into the chair.

Step 9: Ensure Comfort and Safety

- Help the individual sit comfortably with proper posture.
- Replace the wheelchair footrests if required.
- Ensure the individual is stable and comfortable before leaving.

4. Body Mechanics for Caregivers

Body mechanics refers to the correct way of standing, bending, lifting, carrying, and moving while assisting elderly individuals. Proper body mechanics is essential for preventing injuries, reducing muscle strain, and avoiding back pain among caregivers. It also enables caregivers to provide safe, comfortable, and effective assistance during daily care activities.

While assisting an elderly individual, an Elderly Care Companion should maintain a straight back, bend at the knees instead of the waist, and keep the feet shoulder-width apart to maintain good balance. When lifting or supporting an elderly person, the caregiver should keep the individual close to the body, use the strength of the legs rather than the back, and avoid twisting the spine (Figure 2.6). Instead of twisting, the caregiver should turn the entire body by moving the feet. Both hands should be used to provide firm, stable, and secure support throughout the movement.

Caregivers should never attempt to lift a heavy person or object suddenly or without adequate assistance or appropriate lifting equipment. If the elderly individual is too heavy or unable to assist with the movement, help should be sought from another caregiver or suitable transfer aids should be used.

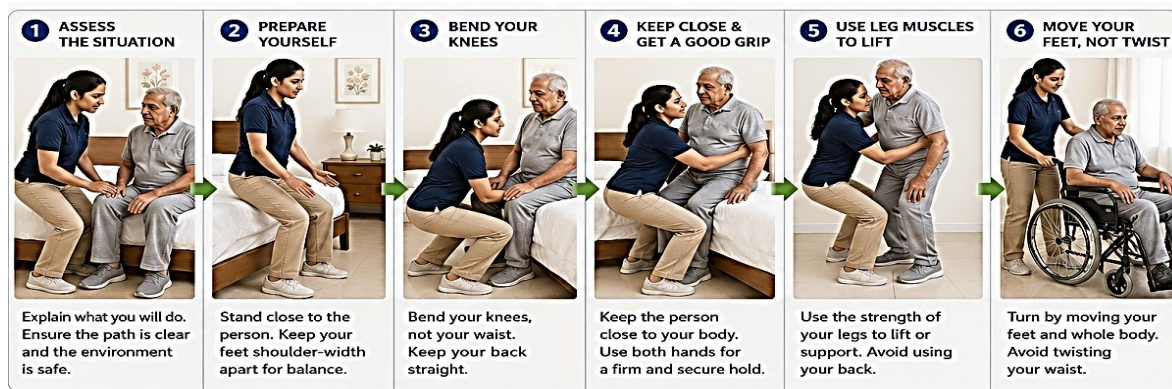


Fig. 2.6: Steps for supporting an elderly for movement

Unsafe lifting techniques can result in serious injuries to both the caregiver and the elderly person. By following proper body mechanics and safe movement techniques, caregivers can reduce the risk of musculoskeletal injuries, improve the quality of care they provide, ensure the comfort and safety of elderly individuals, and perform their caregiving responsibilities more efficiently and confidently.

5. Mobility Assistance and Safe Transfers

Mobility assistance and safe transfers are essential aspects of elderly care. They help protect older adults from falls, injuries, and unnecessary physical strain while promoting comfort, safety, and independence. An Elderly Care Companion should always provide assistance with patience, respect, and encouragement, allowing the elderly individual to participate as much as their abilities permit. Throughout the movement or transfer, the caregiver should provide steady support, avoid sudden pulling or lifting, and allow the elderly individual to move at a comfortable pace. Every transfer should be performed in a manner that promotes safety, comfort, confidence, and dignity while preserving the individual's independence to the greatest extent possible.

Steps for Safe Mobility Assistance and Transfers

Safe mobility assistance and transfers are essential caregiving skills that help elderly individuals move comfortably while minimizing the risk of falls, injuries, and strain. By following correct transfer techniques, using appropriate assistive devices, and encouraging independence whenever possible, caregivers can ensure safe, dignified, and effective movement during daily activities.

Step 1: Assess the Individual

- Check the elderly person's physical condition, strength, balance, and ability to move.
- Identify any pain, dizziness, weakness, or mobility limitations.

Step 2: Explain the Procedure

- Clearly explain what you are going to do.

- Reassure the individual and encourage their cooperation.

Step 3: Prepare the Environment

- Ensure the area is clean, dry, well-lit, and free from obstacles.
- Position any required mobility aids (walker, wheelchair, or chair) within easy reach.

Step 4: Use Proper Body Mechanics

- Stand close to the individual.
- Keep your back straight and bend your knees while assisting.
- Avoid twisting your body or making sudden movements.

Step 5: Assist with Movement or Transfer

- Provide firm but gentle support (Figure 2.7).
- Encourage the individual to participate as much as possible.
- Allow them to move at a comfortable pace.

Step 6: Complete the Transfer Safely

- Help the individual reach the desired position safely.
- Ensure they are stable, comfortable, and properly supported.

Step 7: Check Safety and Comfort

- Confirm that the individual is comfortable and secure.
- Keep the call bell, walking aid, or personal belongings within easy reach if required.



Fig. 2.7: Steps for mobility assistance and safe transfers of an elderly

Practical Exercise

Activity 1: Demonstration of walking assistance

Perform a classroom demonstration where one student acts as an elderly person and the other acts as an Elderly Care Companion. Demonstrate the following:

- Assisting the elderly person while walking
- Providing support carefully and patiently

- Ensuring safe movement on a clean pathway
- Using a walker or walking stick correctly

After the activity, discuss the importance of safe walking assistance in preventing falls and injuries.

Activity 2: Practising safe wheelchair support

Observe or demonstrate the correct use of a wheelchair for elderly care. The activity should include the following:

- Checking wheelchair brakes and footrests
- Assisting the elderly person safely into the wheelchair
- Moving the wheelchair carefully
- Keeping pathways clear and obstacle-free

After the activity, discuss how proper wheelchair support improves the safety and comfort of elderly individuals.

Check Your Progress

A. Fill in the Blanks

1. Elderly people may require _____ assistance for safe movement.
2. A wheelchair helps elderly individuals move safely and with greater _____.
3. Bed-to-chair transfers should be performed _____ and carefully.
4. Proper body mechanics help caregivers avoid muscle strain and _____ pain.
5. Walkers and walking sticks are examples of mobility _____.

B. Multiple Choice Questions

1. Which of the following helps elderly people walk safely?
 - a) Loose rugs
 - b) Walker
 - c) Wet floor
 - d) Poor lighting
2. Why is walking assistance important in elderly care?
 - a) To increase accidents
 - b) To reduce mobility
 - c) To prevent falls and injuries
 - d) To create fear during movement
3. Before using a wheelchair, the caregiver should check
 - a) Television volume
 - b) Window curtains
 - c) Wheelchair brakes and footrests
 - d) Wall colour

4. Which body posture is correct while assisting elderly individuals?
 - a) Bending from the waist suddenly
 - b) Twisting the body quickly
 - c) Keeping the back straight and bending the knees
 - d) Lifting without support
5. Safe transfer techniques help in
 - a) Increasing discomfort
 - b) Preventing falls and injuries
 - c) Reducing safety
 - d) Causing strain

C. State Whether the Following Statements are True or False

1. Elderly individuals may require support while walking or changing positions.
2. Wheelchair brakes should be checked before use.
3. Sudden pulling or pushing is safe during mobility assistance.
4. Proper body mechanics help prevent injuries to caregivers.
5. Safe transfers improve confidence and comfort among elderly individuals.

D. Subjective Questions

1. An elderly person feels unsteady while walking and fears falling. Explain how a caregiver can provide safe walking assistance.
2. A caregiver forgets to lock the wheelchair brakes before helping an elderly person sit. What risks may arise from this mistake?
3. An elderly man experiences dizziness while moving from the bed to a chair. Explain how safe transfer techniques can help prevent accidents.
4. A caregiver lifts an elderly person using incorrect posture and later experiences back pain. Why are proper body mechanics important in elderly care?
5. An elderly man avoids moving independently because he is afraid of slipping and falling. How can mobility assistance and safety support improve his confidence?

What have you learned?

After completing this session, you will be able to:

- explain the importance of mobility assistance in elderly care;
- demonstrate safe walking assistance techniques for elderly individuals;
- describe the correct use of wheelchairs in elderly care;
- explain safe bed-to-chair transfer techniques; and
- demonstrate proper body mechanics while assisting elderly individuals.

Session 3: Activities of Daily Living Support

Activities of Daily Living (ADL) are the basic activities that people perform every day for personal care and healthy living. As people grow older, they may experience weakness, joint pain, poor balance, reduced vision, or illness, which can make daily activities difficult.

Many elderly individuals require assistance in dressing, grooming, toileting, and feeding. An Elderly Care Companion plays an important role in supporting elderly people during these activities while maintaining their comfort, safety, dignity, and independence. Providing proper ADL support helps elderly individuals feel confident, comfortable, and emotionally secure in their daily lives.

1. Dressing Assistance

Some elderly people may face difficulty in dressing due to weak muscles, arthritis, limited movement, or balance problems. They may require help in wearing clothes, fastening buttons, tying laces, or changing clothes safely.

An Elderly Care Companion should assist patiently and respectfully while encouraging elderly individuals to do simple tasks independently whenever possible. While providing dressing assistance, caregivers should:

- Choose clean and comfortable clothes
- Help elderly individuals dress slowly and safely
- Ensure proper support while standing or sitting
- Respect privacy and dignity

Comfortable clothing and proper assistance help elderly individuals feel confident *and comfortable throughout the day.*

Steps for Providing Dressing Assistance

Before Assisting

1. Explain the activity and obtain the elderly person's consent.
2. Ensure privacy by closing doors or curtains.
3. Wash your hands before providing assistance.
4. Select clean, comfortable, weather-appropriate, and well-fitting clothes.
5. Arrange all clothing and accessories within easy reach.

While Assisting

1. Encourage the elderly person to participate in dressing as much as they can.
2. Help them dress while they are seated whenever possible to reduce the risk of falls.
3. Assist gently without pulling or forcing painful joints.

4. Dress the weaker or affected arm and leg first, if applicable.
5. When removing clothing, remove it from the stronger side first.
6. Help fasten buttons, zippers, hooks, or Velcro closures if needed.
7. Ensure clothing is not twisted, too tight, or uncomfortable.
8. Assist with socks and properly fitting, non-slip footwear.

After Dressing

1. Check that the clothing is comfortable and appropriate for the weather.
2. Ensure shoes are secure and properly fitted.
3. Ask the elderly person if they feel comfortable.
4. Store unused clothing neatly and safely.
5. Wash your hands after completing the assistance.

2. Personal Grooming Support

Personal grooming involves personal care activities that help maintain cleanliness, hygiene, and a neat appearance, such as combing hair, brushing teeth, washing the face, trimming nails, and shaving (Figure 2.8). Some elderly individuals may require assistance with these activities because of weakness, poor vision, reduced mobility, or other age-related health conditions.



Fig. 2.8: Support to elderly for activities of daily living

An Elderly Care Companion should provide grooming support gently, patiently, and respectfully while ensuring proper hygiene throughout the process. Clean and hygienic grooming materials should always be used, and the caregiver should maintain a supportive attitude while respecting the privacy and dignity of the elderly individual. Good grooming practices help improve personal cleanliness, reduce the risk of infections, enhance self-confidence, promote comfort and emotional well-being, and enable elderly individuals to feel fresh, active, and confident in their daily lives.

3. Feeding Support

Some elderly individuals may experience difficulty in eating because of weak hand movements, dental problems, illness, swallowing difficulties, or other age-related health conditions. As a result, they may require assistance during meals.

An Elderly Care Companion should ensure that the food provided is clean, nutritious, appropriate for the individual's dietary needs, and easy to chew and swallow.

The elderly person should be seated comfortably in an upright position before meals, and assistance should be provided patiently, safely, and without rushing (Figure 2.9).

Proper hand hygiene should be maintained before and after meals, and eating utensils should be kept clean. Whenever possible, caregivers should encourage elderly individuals to eat independently to promote confidence and self-reliance while offering assistance only when necessary.

Providing emotional support and creating a calm, pleasant mealtime environment also helps improve appetite, comfort, and the overall nutritional well-being of elderly individuals. Proper feeding support helps maintain good nutrition, strength, health, and overall well-being among elderly individuals.

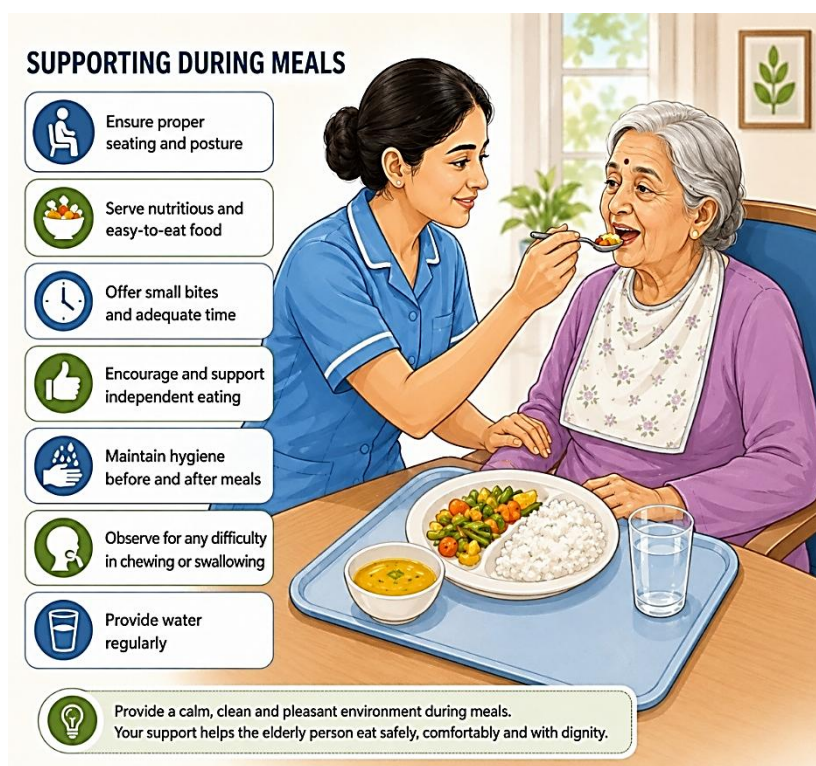


Fig. 2.9: Feeding support to an elderly individual

4. Toileting Assistance

Toileting assistance involves helping elderly individuals use the toilet safely, comfortably, and with dignity. Many older adults require assistance because of age-related weakness, illness, reduced mobility, poor balance, or other physical limitations.

An Elderly Care Companion should provide the necessary support while encouraging the individual to remain as independent as possible. Before assisting, the caregiver should ensure that the bathroom is clean, dry, and well-lit to minimise the risk of slips and falls. Handrails or other support aids should be available to improve safety during movement and transfers. Throughout the process, the companion must respect the individual's privacy, maintain dignity, and communicate in a calm, patient, and reassuring manner. Appropriate toileting assistance promotes comfort, maintains personal hygiene, and reduces the risk of falls, infections, and other health complications, thereby enhancing the overall well-being of elderly individuals.

5. Importance of ADL Support in Elderly Care

Activities of Daily Living (ADL) support is a fundamental aspect of elderly care that helps maintain the health, comfort, hygiene, safety, and dignity of older adults. As ageing may reduce physical strength, mobility, coordination, and independence, many elderly individuals require assistance with routine daily activities.

Providing appropriate support with activities such as dressing, grooming, bathing, toileting, eating, and mobility enables elderly individuals to perform these tasks safely and comfortably while preserving their independence as much as possible. Care should always be provided with patience, respect, and sensitivity to the individual's preferences and abilities.

Effective ADL support not only reduces the risk of falls, infections, and other health complications but also promotes physical well-being, emotional confidence, and a better quality of life. By encouraging active participation and maintaining the individual's privacy and dignity, an Elderly Care Companion plays a vital role in enhancing the overall well-being and independence of elderly individuals.

Practical Exercise

Activity 1: Demonstration of dressing and grooming support

Perform a classroom demonstration where one student acts as an elderly person, and other acts as an Elderly Care Companion. Demonstrate the following:

- Assisting in wearing comfortable clothes
- Helping in combing hair or simple grooming activities
- Maintaining hygiene and dignity
- Encouraging the elderly person to perform simple tasks independently

After the activity, discuss the importance of respectful assistance in daily living activities.

Activity 2: Demonstration of feeding and toileting support

Observe or demonstrate safe feeding and toileting support practices used in elderly care. The activity should include the following:

- Assisting an elderly person during meals
- Ensuring proper seating and hygiene during feeding

- Maintaining cleanliness and safety in the bathroom
- Providing support carefully while respecting privacy and dignity

After the activity, discuss how proper ADL support improves the comfort, health, and confidence of elderly individuals.

Check Your Progress

A. Fill in the Blanks

1. Activities of Daily Living are also known as _____ activities.
2. Elderly individuals may require assistance in dressing, grooming, toileting, and _____.
3. Grooming activities help maintain personal cleanliness and _____.
4. Toileting assistance should be provided while maintaining privacy and _____.
5. Proper feeding support helps elderly individuals maintain good _____ and health.

B. Multiple Choice Questions

1. Which of the following is an Activity of Daily Living (ADL)?
 - a) Gardening
 - b) Dressing
 - c) Shopping
 - d) Travelling
2. Why may elderly individuals require dressing assistance?
 - a) Increased energy
 - b) Reduced mobility and weakness
 - c) Faster movement
 - d) Improved balance
3. Which of the following is important during toileting assistance?
 - a) Wet bathroom floors
 - b) Poor lighting
 - c) Maintaining privacy and safety
 - d) Cluttered pathways
4. Grooming support includes
 - a) Ignoring hygiene
 - b) Combing hair and brushing teeth
 - c) Avoiding cleanliness
 - d) Leaving nails untrimmed

5. Proper feeding support helps elderly individuals
 - a) Skip meals
 - b) Maintain nutrition and strength
 - c) Avoid drinking water
 - d) Feel uncomfortable during meals

C. State Whether the Following Statements are True or False

1. Elderly individuals may require support in daily living activities.
2. Dressing assistance should be provided patiently and respectfully.
3. Grooming support is not important for elderly well-being.
4. Toileting assistance should maintain hygiene and safety.
5. Proper feeding support helps improve the health of elderly individuals.

D. Subjective Questions

1. An elderly woman faces difficulty in buttoning her clothes due to arthritis. Explain how a caregiver can provide dressing assistance respectfully.
2. An elderly man has difficulty combing his hair and trimming his nails due to poor eyesight and reduced mobility. As a caregiver, how can you provide appropriate grooming assistance while maintaining his dignity, promoting independence, and improving his confidence and overall well-being?
3. An elderly person slips in the bathroom because the floor is wet and there are no support rails. Explain the importance of safe toileting assistance.
4. A caregiver serves food to an elderly person without ensuring proper seating posture. What problems may arise due to improper feeding support?
5. An elderly woman feels dependent and emotionally upset while receiving help in daily activities. How can an Elderly Care Companion provide support while maintaining dignity and independence?

What have you learned?

After completing this session, you will be able to:

- explain the importance of Activities of Daily Living (ADL) support in elderly care;
- describe safe and respectful dressing and grooming assistance techniques;
- explain the importance of hygiene, privacy, and safety during toileting assistance;
- describe proper feeding support practices for elderly individuals; and
- demonstrate empathetic and respectful behaviour while assisting elderly individuals in daily living activities.

Session 4: Emergency Response, and First Aid

Emergencies can occur at any time while caring for elderly individuals. Due to age-related changes such as reduced strength, poor balance, slower reflexes, chronic illnesses, and reduced mobility, older adults are at greater risk of accidents and medical emergencies. Common emergencies include falls, burns, choking, severe bleeding, breathing difficulties, chest pain, stroke, unconsciousness, and sudden illness.

An Elderly Care Companion should remain calm, alert, and responsible during emergencies. Basic knowledge of emergency response, first aid, Cardiopulmonary Resuscitation (CPR), and emergency communication enable the caregiver to provide immediate assistance until professional medical help arrives. Prompt and appropriate action can reduce complications, prevent further injury, and even save lives.

1. Responding to Emergencies

An emergency is any sudden event that threatens the health, safety, or life of an elderly person and requires immediate attention.

Steps for Responding to an Emergency

Step 1: Stay Calm and Ensure Safety

- Remain calm and reassure the elderly person.
- Do not panic, as this may increase fear and confusion.
- Check that the surroundings are safe for both the caregiver and the elderly person.
- Remove any immediate dangers, such as electrical hazards, fire, or slippery objects, if it is safe to do so.

Step 2: Assess the Situation

- Check whether the person is conscious and able to respond.
- Check if they are breathing normally.
- Look for visible injuries, bleeding, burns, swelling, or signs of pain.
- Observe symptoms such as chest pain, difficulty breathing, dizziness, weakness, confusion, or seizures.

Step 3: Provide Immediate Assistance

- Give basic first aid within your level of training.
- Help control bleeding using a clean dressing.
- Assist a choking person according to approved first-aid procedures.
- Help the person into a safe and comfortable position.
- Do not move the person if a neck, back, hip, or spinal injury is suspected unless there is immediate danger.

Step 4: Call for Medical Help

- Contact the emergency medical service or local emergency number immediately when required.
- Inform the family member, supervisor, or healthcare professional according to the care plan.
- Clearly explain the situation and follow the instructions given by emergency personnel.

Figure 2.10 shows the various aspects of emergency preparedness and effective communication for elderly care.



Fig. 2.10: Responding to emergency

Step 5: Monitor the Person

- Stay with the elderly person until medical help arrives.
- Continue to observe breathing, consciousness, and any changes in their condition.
- Keep the person warm, comfortable, and reassured.
- If the person becomes unconscious and stops breathing, begin CPR only if you are trained and it is safe to do so.

Precautions

- Never leave the elderly person alone during an emergency.
- Do not give food, water, or medicine to an unconscious person.
- Do not move a person with a suspected fracture or spinal injury unless absolutely necessary.
- Do not panic or argue with the person.
- Always seek medical help for serious injuries or sudden illness.

2. Emergency Contact Procedures

Emergency contact procedures ensure that the elderly person receives timely medical care and that the appropriate people are informed during an emergency. An Elderly Care Companion should keep the following information easily accessible:

- Emergency service contact numbers.
- Contact details of family members or caregivers.
- Doctor's name and contact number.
- Nearest hospital or healthcare facility.
- List of current medicines and allergies.
- Medical records and important health information, if available.

Steps for Emergency Contact Procedures

Step 1: Call the Appropriate Emergency Service

- Contact the emergency medical service immediately if the situation is serious.
- Notify the family member, supervisor, or healthcare provider as required.

Step 2: Provide Accurate Information

Clearly communicate the following:

- Name and age of the elderly person.
- Exact location or address.
- Type of emergency (such as fall, chest pain, choking, burn, or unconsciousness).
- Symptoms or injuries observed.
- Whether the person is conscious and breathing.
- Any first aid already provided.

Step 3: Follow Instructions

- Carefully follow the instructions given by emergency personnel.
- Do not end the call until instructed to do so.

Step 4: Prepare for Medical Assistance

- Keep the person's medical records and medication list ready, if available.
- Unlock doors or arrange easy access for emergency responders.
- Continue observing and reassuring the elderly person until help arrives.

Precautions

- Keep emergency contact numbers updated and easily accessible.
- Speak clearly and provide accurate information.
- Never provide false or incomplete information.
- Stay with the elderly person until help arrives.

3. Basic First Aid

First aid is the immediate care provided to a person before professional medical treatment becomes available. Basic first aid helps reduce pain, control injuries, and provide temporary relief. While giving first aid, an Elderly Care Companion should always follow safe practices:

- (a) Stay calm and reassure the elderly person.
- (b) Maintain good personal hygiene and wash hands before and after providing care whenever possible.
- (c) Use disposable gloves, if available, when handling blood or body fluids.
- (d) Provide only those first aid measures for which you have been trained.
- (e) Do not give medicines, injections, or herbal remedies without medical advice.
- (f) Never force food or water into the mouth of a person who is unconscious or unable to swallow.
- (g) Keep emergency contact numbers readily available.
- (h) Arrange prompt medical evaluation whenever the injury or illness appears serious or the person's condition does not improve.

Some common first aid measures in elderly care include the following:

(i) Care for Minor Cuts and Wounds: Minor cuts and wounds are common among older adults because their skin becomes thinner and more delicate with age. Even small wounds can become infected if they are not cleaned properly.

First aid measures:

- (a) Wash your hands before touching the wound, if possible.
- (b) Gently clean the wound with clean running water or a mild antiseptic solution to remove dirt.
- (c) Pat the area dry using a clean cloth or sterile gauze.
- (d) Apply a sterile dressing or clean bandage to protect the wound from infection.
- (e) Change the dressing regularly and keep the wound clean and dry.

- (a) Watch for signs of infection such as redness, swelling, pus, warmth, or increasing pain.

Medical advice should be sought if the wound is deep, continues to bleed, is caused by a dirty or rusty object, or shows signs of infection.

(ii) Managing Falls: Falls are one of the most common causes of injury among elderly people and may result in fractures, head injuries, or internal injuries.

First aid measures:

- (a) Stay calm and reassure the person.
- (b) Ask whether they are in pain and whether they can move their arms and legs.
- (c) Check for bleeding, swelling, deformity, or loss of consciousness.
- (d) Do not lift or move the person immediately, especially if a head, neck, back, or hip injury is suspected.
- (e) If the person is comfortable and uninjured, help them get up only if it is safe to do so.
- (f) If there is severe pain, inability to stand, suspected fracture, head injury, or unconsciousness, call emergency medical services immediately.

After any fall, the elderly person should be monitored for dizziness, confusion, or increasing pain, as some injuries may not be immediately apparent.

(iii) Managing Bleeding: Bleeding may occur due to cuts, falls, or other injuries. Prompt first aid helps reduce blood loss and prevents complications.

First aid measures:

- (a) Apply gentle but firm pressure over the wound using a clean cloth, sterile gauze, or bandage.
- (b) If possible, raise the injured limb above the level of the heart unless a fracture is suspected.
- (c) Do not remove the first dressing if it becomes soaked with blood; place another dressing over it and continue applying pressure.
- (d) Keep the person calm and monitor for signs of weakness or shock.

Immediate medical attention is required if the bleeding is severe, does not stop after several minutes of pressure, or if blood is spurting from the wound.

(iv) Assisting During Dizziness or Weakness: Older adults may experience dizziness or weakness due to dehydration, low blood pressure, low blood sugar, medication side effects, or other medical conditions.

First aid measures:

- (a) Help the person sit or lie down in a safe and comfortable position.
- (b) Loosen any tight clothing around the neck or waist.
- (c) Encourage slow, deep breathing and reassure the person.

- (d) If the person is fully conscious and able to swallow safely, offer water if dehydration is suspected.
- (e) Observe for symptoms such as fainting, chest pain, difficulty speaking, or weakness on one side of the body.

If dizziness persists, the person loses consciousness, or symptoms suggest a stroke or heart attack, seek emergency medical care immediately. The basic first aid practices that can be adopted are shown in Figure 2.11.



Fig. 2.11: Basic first aid practices

(v) Care for Minor Burns: Minor burns may occur while cooking, bathing, or handling hot objects.

First aid measures:

- (a) Immediately cool the burned area under cool, clean running water for at least 20 minutes.
- (b) Remove rings, watches, or tight clothing from the affected area if possible before swelling develops.
- (c) Cover the burn with a clean, sterile, non-stick dressing or clean cloth.
- (d) Do not apply ice, toothpaste, butter, oil, powders, or home remedies, as these may worsen the injury.
- (e) Do not break any blisters.

Medical care should be sought if the burn is large, deep, involves the face, hands, feet, joints, or genitals, or is caused by electricity or chemicals.

4. Cardiopulmonary Resuscitation (CPR)

CPR (Cardiopulmonary Resuscitation) is an emergency life-saving procedure performed when a person's breathing or heartbeat has stopped. It helps maintain blood circulation and supplies oxygen to vital organs, especially the brain and heart, until professional medical assistance arrives. An Elderly Care Companion should have basic awareness about CPR and know the importance of seeking immediate medical support. CPR involves chest compressions and, when appropriate, rescue breaths. These actions keep oxygen-rich blood flowing through the body, increasing the person's chances of survival.

Step-wise Process of CPR (Adult)

- 1) **Ensure Safety:** Check that the area is safe for both you and the victim before approaching.
- 2) **Check Responsiveness:** Tap the person's shoulders gently and ask loudly, "*Are you okay?*" If there is no response, proceed to the next step.
- 3) **Call for Emergency Medical Help:** Call your local emergency medical service immediately or ask someone nearby to call. If an Automated External Defibrillator (AED) is available, ask someone to bring it.
- 4) **Check Breathing:** Look for normal breathing for no more than 10 seconds. If the person is not breathing or is only gasping, begin CPR immediately.
- 5) **Start Chest Compressions:** Place the heel of one hand on the centre of the chest (lower half of the breastbone) and place the other hand on top. Keep your arms straight and shoulders directly above your hands. Compress the chest at least 5 cm (2 inches) but not more than 6 cm deep. Perform compressions at a rate of 100–120 compressions per minute. Allow the chest to return completely to its normal position after each compression (Figure 2.12).

- 6) **Give Rescue Breaths (If Trained):** After 30 chest compressions, open the airway by tilting the head back and lifting the chin. Pinch the nose closed and give 2 rescue breaths, each lasting about 1 second, ensuring the chest rises. Continue the cycle of 30 compressions followed by 2 breaths (30:2 ratio).

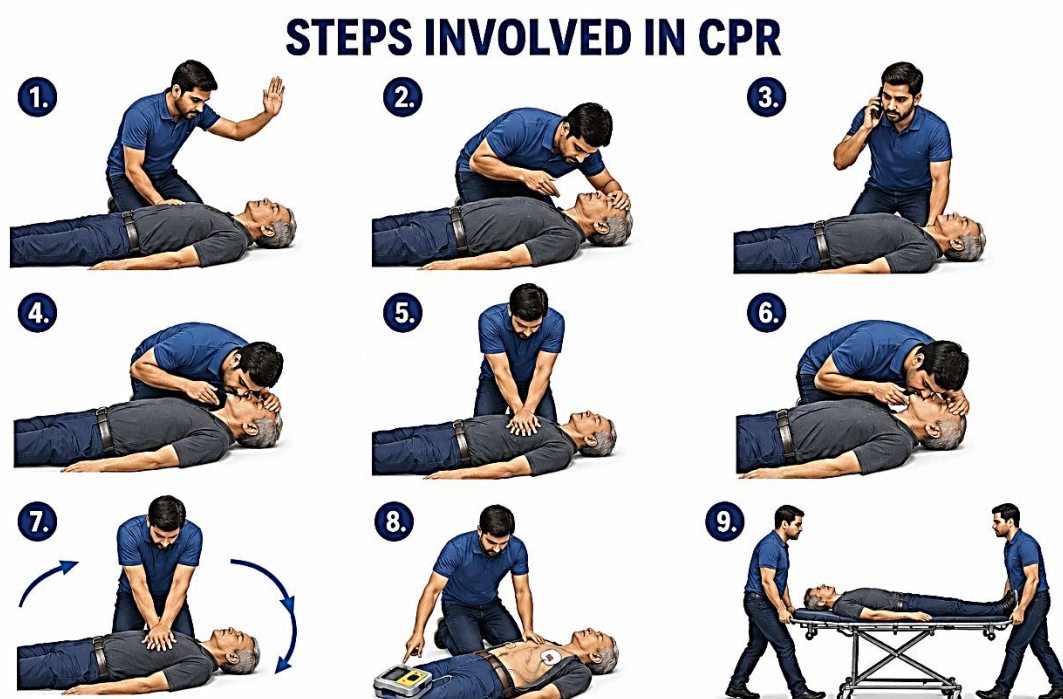


Fig. 2.12: Steps involved in Cardiopulmonary Resuscitation

- 7) **Use an AED as soon as it is available:** Turn on the AED and follow the voice instructions. Attach the electrode pads as shown on the device. Ensure no one is touching the victim when the AED analyses the heart rhythm or delivers a shock.
- 8) **Continue CPR:** Continue the CPR till the person starts breathing normally or regains consciousness or the trained medical personnel take over.

Practical Exercise

Activity 1: Demonstration of basic first aid

Perform a classroom demonstration on providing first aid during common emergencies faced by elderly individuals. The activity should include the following:

- Cleaning and covering a minor wound
- Applying pressure to control bleeding
- Helping an elderly person with dizziness or weakness
- Providing care for minor burns

After the activity, discuss the importance of quick and safe first aid support in elderly care.

Activity 2: Role play on emergency response and communication

Perform a role play where one student acts as an Elderly Care Companion and other acts as an elderly person facing an emergency situation. Demonstrate the following:

- Staying calm during emergencies
- Checking the condition of the elderly person
- Calling emergency services or family members
- Communicating important information clearly
- Seeking medical help immediately

After the activity, discuss the importance of emergency response and proper communication in elderly care.

Check Your Progress

A. Fill in the Blanks

1. First aid is the _____ care provided before medical help arrives.
2. Elderly individuals are more vulnerable to _____ and injuries.
3. CPR stands for Cardiopulmonary _____.
4. Emergency contact numbers should always be kept _____.
5. During emergencies, caregivers should remain calm and act _____.

B. Multiple Choice Questions

1. Which of the following is a common emergency in elderly care?
 - a) Gardening
 - b) Falls and injuries
 - c) Travelling
 - d) Painting
2. What should a caregiver do first during an emergency?
 - a) Panic
 - b) Leave the elderly person alone
 - c) Remain calm and observe the situation
 - d) Ignore the condition
3. Which of the following is a basic first aid measure for minor burns?
 - a) Applying mud
 - b) Cooling with clean running water
 - c) Ignoring the burn
 - d) Covering with dirty cloth

4. Why is CPR awareness important?
 - a) It helps caregivers respond quickly during emergencies
 - b) It replaces medical treatment
 - c) It avoids emergency calls
 - d) It reduces communication
5. Which information is important during emergency communication?
 - a) Favourite colour
 - b) Name and condition of the elderly person
 - c) Television channel
 - d) Weather report

C. State Whether the Following Statements are True or False

1. Elderly individuals may require emergency support during falls or sudden illness.
2. First aid helps provide temporary relief before medical help arrives.
3. Caregivers should panic during emergencies.
4. CPR should only be performed by trained individuals.
5. Emergency contact procedures help provide timely medical assistance.

D. Subjective Questions

1. An elderly person slips in the bathroom and complains of severe leg pain. Explain how a caregiver should respond to the situation.
2. Mrs. Sharma suddenly feels dizzy while walking. What first aid support can an Elderly Care Companion provide immediately?
3. During an emergency, a caregiver forgets important contact numbers and medical details. Why are emergency contact procedures important in elderly care?
4. An elderly man becomes unconscious and stops responding. What should the caregiver do immediately before trained medical help arrives?
5. A caregiver remains calm and communicates clearly during a medical emergency. How does this help the elderly person and medical team?

What have you learned?

After completing this session, you will be able to:

- explain the importance of emergency response in elderly care;
- describe basic first aid measures for common emergencies;
- explain the importance of CPR awareness during emergencies;
- describe emergency contact procedures and communication methods; and
- demonstrate calm, safe, and responsible behaviour during emergency situations.

Unit 3 Nutrition, Health, and Medication Support

Unit 3 on ***Nutrition, Health, and Medication Support*** introduces you to the importance of proper nutrition, meal support, medication assistance, and regular health monitoring required for maintaining the health and well-being of elderly individuals. Elderly people may face nutritional deficiencies, difficulty in eating, health-related conditions, and medication-related challenges due to ageing and illness. Proper dietary care, safe medication practices, and regular health observation are important for supporting healthy ageing and improving quality of life.

Session 1 on ***Nutritional Needs of Elderly Individuals*** highlights balanced diet, hydration, dietary restrictions, and malnutrition risks among elderly individuals.

Session 2 on ***Meal Planning and Feeding Assistance*** familiarises you with meal preparation support, safe feeding practices, monitoring eating habits, and respecting cultural food preferences in elderly care.

Session 3 on ***Medication Awareness and Assistance*** emphasises medicine schedules, safe storage and handling of medicines, observing side effects, and the importance of medication adherence.

Session 4 on ***Health Monitoring and Reporting*** introduces you to monitoring temperature, pulse, and general condition, observing warning signs, reporting health concerns, and maintaining basic care records in elderly care.

Session 1: Nutritional Needs of Elderly Individuals

Good nutrition is essential for maintaining health, strength, and overall well-being during old age. As people grow older, they experience several physical changes, including weaker muscles, slower digestion, reduced appetite, lower immunity, and decreased energy levels. These age-related changes increase the need for a balanced diet and healthy eating habits to support active and healthy ageing. An Elderly Care Companion plays an important role in ensuring that elderly individuals receive nutritious, balanced meals, adequate fluids, and appropriate dietary care based on their health conditions and individual needs. Proper nutrition helps maintain body strength and energy, improves immunity, prevents weakness and illness, supports healthy ageing, and enhances the overall quality of life, enabling elderly individuals to remain healthier, more independent, and physically active for longer.

1. Balanced Diet

A balanced diet is a diet that contains all essential nutrients in the correct amount required for proper body functioning and good health. Elderly individuals require a balanced diet that includes the following:

- 1) Carbohydrates for energy
- 2) Proteins for body repair and muscle strength
- 3) Fats in limited quantity for energy
- 4) Vitamins and minerals for immunity and healthy body functions
- 5) Fibre for proper digestion
- 6) Water for hydration

A balanced diet for elderly individuals should include:

- 1) Fresh fruits and vegetables
- 2) Pulses and legumes
- 3) Milk and milk products
- 4) Whole grains
- 5) Eggs, fish, or lean meat (if consumed)
- 6) Nuts and healthy snacks

A healthy diet that includes carbohydrates, proteins, vitamins and minerals, fibre, healthy fats, and adequate water provides the essential nutrients needed for energy, growth, immunity, proper digestion, and overall well-being (Figure 3.1).

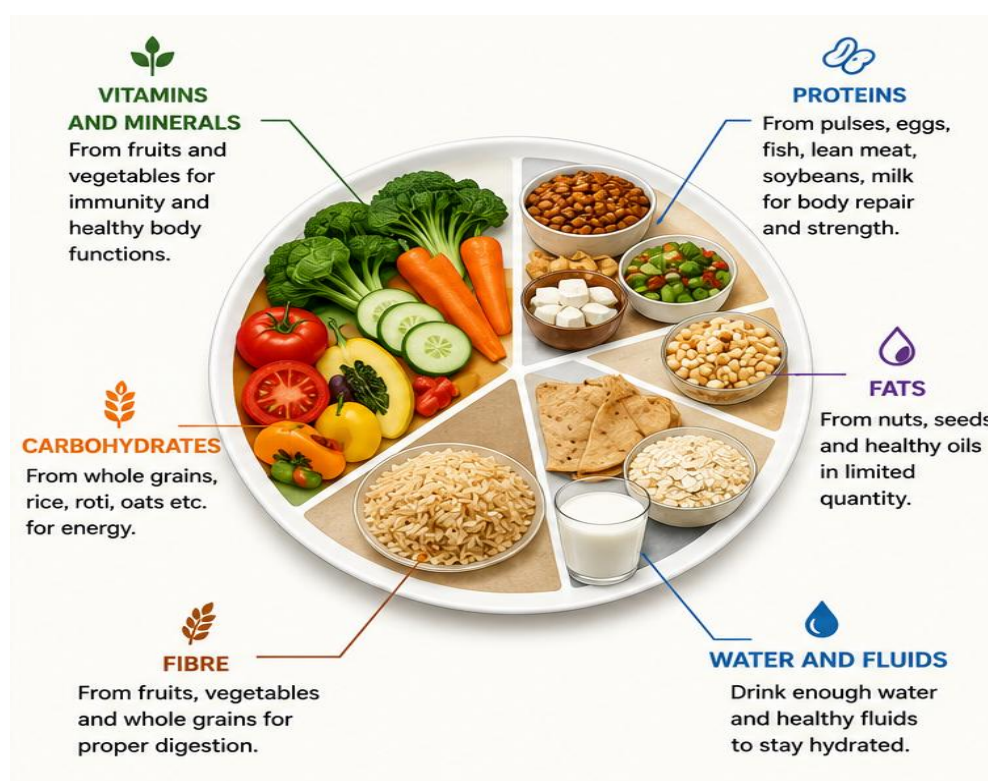


Fig. 3.1: Components of a healthy and balanced diet suitable for elderly individuals

Elderly individuals may have difficulty chewing or digesting food. Therefore, meals should be soft, nutritious, and easy to digest whenever required.

2. Importance of a Balanced Diet in Elderly Care

A balanced diet provides the nutrients needed to maintain good health, support body functions, and improve the quality of life of older adults. Proper nutrition helps elderly individuals stay active, recover from illness, and reduce the risk of age-related health problems. A balanced diet helps in the following:

- (a) Maintains a healthy body weight.
- (b) Improves strength and immunity.
- (c) Prevents weakness and fatigue.
- (d) Supports healthy bones and muscles.
- (e) Reduces the risk of diseases such as diabetes, hypertension, and osteoporosis.
- (f) Promotes better digestion and overall well-being.

3. Role of the Elderly Care Companion

An Elderly Care Companion plays an important role in helping older adults receive adequate nutrition for maintaining good health, strength, and overall well-being.

Step 1: Plan Nutritious Meals

- Include a variety of foods from all food groups.
- Ensure meals meet the individual's dietary needs.

Step 2: Prepare Food Hygienically

- Wash hands before handling food.
- Use clean utensils and prepare food in a hygienic environment.

Step 3: Serve Meals on Time

- Follow regular meal timings.
- Serve food at an appropriate temperature.

Step 4: Encourage Healthy Eating

- Encourage the elderly individual to eat slowly and drink adequate fluids.
- Assist with feeding if required while promoting independence.

Step 5: Monitor Food Intake

- Observe appetite and food consumption.
- Report poor appetite, difficulty swallowing, or sudden weight changes to the supervisor or healthcare professional.

4. Hydration

Hydration refers to maintaining an adequate level of water and other fluids in the body, which is essential for overall health and normal body functioning.

Elderly individuals are at a higher risk of dehydration because they may experience a reduced sensation of thirst, consume less water, or have illnesses and health conditions that increase fluid loss. Inadequate hydration can lead to weakness, dizziness, dry mouth, constipation, headaches, fatigue, and confusion, which may further increase the risk of falls and other health complications.

An Elderly Care Companion should encourage older adults to drink sufficient fluids throughout the day, including clean drinking water, soup, coconut water, milk, and fresh fruit juice, if permitted according to their dietary or medical requirements.

The caregiver should also remind elderly individuals to drink fluids regularly and observe them for signs of dehydration so that timely action can be taken when necessary. Maintaining proper hydration helps regulate body temperature, supports healthy digestion, prevents dehydration, improves overall body functioning, and maintains energy levels, thereby contributing to the health, comfort, and well-being of elderly individuals.

5. Dietary Restrictions

Some elderly individuals may suffer from health conditions such as diabetes, high blood pressure, heart disease, kidney disease, or digestive problems. Because of these conditions, they may require special diets or dietary restrictions.

Dietary restrictions may include the following:

- Low sugar diet for diabetes
- Low salt diet for high blood pressure
- Soft diet for chewing difficulties
- Low-fat diet for heart-related conditions
- Restricted fluids in some medical conditions

Caregivers should:

- Follow medical or doctor's advice carefully
- Avoid restricted foods
- Provide meals according to health conditions
- Observe eating habits and reactions to food

Special dietary care helps prevent health complications and supports better recovery and well-being. Growth and normal body functioning. Elderly individuals are particularly vulnerable to malnutrition because of factors such as poor appetite, illness, difficulty in chewing or swallowing, loneliness, reduced mobility, or inadequate care. Common signs of malnutrition include sudden weight loss, weakness, tiredness, and poor immunity, loss of appetite, muscle weakness, and frequent illness. If left untreated, malnutrition can have a serious impact on both the physical and emotional health of elderly individuals, reducing their strength, delaying recovery from illness, and affecting their overall quality of life (Figure 3.2).

An Elderly Care Companion plays an important role in preventing malnutrition by ensuring that elderly individuals receive balanced and nutritious meals at regular intervals, encouraging healthy eating habits, monitoring their food intake, and providing emotional support during mealtimes to create a positive eating environment. Whenever nutritional concerns or signs of malnutrition are observed, the caregiver should promptly consult family members or healthcare professionals for appropriate guidance. Adequate nutrition, proper hydration, and individualized dietary care are essential for maintaining health, strength, independence, and overall well-being. By ensuring that elderly individuals receive healthy meals, sufficient fluids, and dietary support based on their physical condition and medical needs, an Elderly Care Companion helps reduce the risk of illness and promotes healthy ageing.

HEALTHY AND RECOMMENDED FOODS	FOODS TO LIMIT / AVOID
 Fresh vegetables and fruits	 High salt foods (pickles, papad, processed foods)
 Whole grains, pulses, oats	 High sugar foods (sweets, chocolates, sugary drinks)
 Low-fat milk and milk products	 Fried and high-fat foods
 Lean proteins like fish, egg, dal, soybeans	 Red meat and processed meat
 Soft and easy-to-digest foods	 Too spicy or hard-to-digest foods

Fig. 3.2: Recommended and restricted food for elderly

Practical Exercise

Activity 1: Preparing a balanced diet chart for elderly individuals

Prepare a balanced diet chart suitable for elderly individuals by including different types of nutritious foods required for healthy ageing. The chart should include:

- Energy-giving foods
- Protein-rich foods
- Fruits and vegetables
- Fluids and healthy drinks
- Fibre-rich foods

Also mention the importance of each food group in maintaining health and strength among elderly individuals. After completing the activity, discuss the importance of balanced nutrition in elderly care.

Activity 2: Identifying healthy and restricted foods

Observe and prepare a list of foods suitable and unsuitable for elderly individuals with health conditions such as diabetes or high blood pressure. Classify the foods under the following headings:

- (a) Recommended Foods
- (b) Foods to Avoid or Limit

Also mention:

- (a) Why some foods should be restricted
- (b) The importance of following dietary restrictions
- (c) The role of caregivers in meal planning

After the activity, discuss how proper dietary care helps maintain the health and well-being of elderly individuals.

Check Your Progress

A. Fill in the Blanks

1. A balanced diet provides all essential _____ required for good health.
2. Elderly individuals should drink enough fluids to prevent _____.
3. A low-salt diet is commonly recommended for people with high _____.
4. Malnutrition may cause weakness, fatigue, and loss of _____.
5. Fruits and vegetables are rich sources of vitamins and _____.

B. Multiple Choice Questions

1. Which of the following is important for maintaining body hydration?
 - a) Soft drinks
 - b) Drinking enough water
 - c) Skipping fluids
 - d) Eating spicy food
2. Which nutrient helps in body repair and muscle strength?
 - a) Proteins
 - b) Sugar
 - c) Salt
 - d) Fat
3. Elderly individuals with diabetes may require
 - a) High sugar foods
 - b) Low sugar diet

- c) Extra oily food
 - d) Junk food
4. Which of the following may be a sign of malnutrition?
- a) Increased energy
 - b) Muscle weakness
 - c) Improved immunity
 - d) Better appetite
5. Why is proper nutrition important in elderly care?
- a) To increase illness
 - b) To maintain health and strength
 - c) To reduce hydration
 - d) To avoid healthy eating habits

C. State Whether the Following Statements are True or False

1. Elderly individuals require balanced and nutritious meals for healthy ageing.
2. Dehydration may cause weakness and dizziness in elderly individuals.
3. Dietary restrictions are unnecessary in elderly care.
4. Malnutrition can affect the physical health of elderly individuals.
5. Caregivers should encourage proper hydration and healthy eating habits.

D. Subjective Questions

1. An elderly person does not drink enough water during hot weather. What are the possible health effects of dehydration, and how can a caregiver help prevent it?
2. An elderly man is experiencing weakness, weight loss, and poor appetite. How can proper nutrition help improve his condition?
3. A caregiver regularly provides oily and spicy food to an elderly individual with digestive problems. What difficulties may arise due to improper dietary care?
4. An elderly woman has difficulty chewing hard food items. Explain how meal planning can help meet her nutritional needs safely and comfortably.

What have you learned?

After completing this session, you will be able to:

- explain the nutritional needs of elderly individuals;
- describe the importance of a balanced diet and proper hydration in elderly care;
- identify common dietary restrictions followed by elderly individuals with health conditions;
- recognise the causes and signs of malnutrition among elderly individuals; and
- explain the role of an Elderly Care Companion in maintaining proper nutrition and healthy eating habits.

Session 2: Meal Planning and Feeding Assistance

Meal planning and feeding assistance are important parts of elderly care. As people grow older, they may experience reduced appetite, difficulty chewing or swallowing, weakness, digestive problems, or health conditions that affect eating habits. Proper meal planning helps elderly individuals receive balanced nutrition according to their health needs and preferences. An Elderly Care Companion should ensure that meals are nutritious, hygienic, easy to eat, and served on time. Feeding assistance should be provided patiently and respectfully while encouraging independence whenever possible. Proper meal planning and feeding support help elderly individuals maintain good health, strength, energy, and emotional well-being.

1. Meal Preparation Support

Meal preparation support involves assisting elderly individuals in planning, preparing, and serving healthy meals that meet their nutritional needs, medical conditions, and personal preferences. Proper meal preparation helps maintain good health, supports recovery, and improves overall well-being. Caregivers should ensure that meals are:

- Balanced and nutritious, containing foods from all major food groups.
- Fresh, safe, and hygienically prepared to prevent food-borne illnesses.
- Soft, easy to chew, or easy to swallow, if required.
- Served on time according to the individual's daily meal schedule.
- Appropriate for the individual's health condition, such as low-salt, low-sugar, or other prescribed diets.

2. Meal Preparation Activities

An Elderly Care Companion may assist the older adults by:

- Planning meals according to the individual's dietary requirements.
- Washing, peeling, and cutting fruits and vegetables.
- Preparing soft foods or special therapeutic diets as recommended.
- Cooking food using healthy methods such as steaming, boiling, or grilling.
- Serving meals in a clean, comfortable, and pleasant environment.
- Maintaining proper food hygiene, kitchen cleanliness, and safe food storage.

In addition to performing meal preparations, an Elderly Care Companion may do the following:

- Offer small, frequent meals if the elderly individual has a poor appetite or cannot consume large meals.
- Encourage adequate fluid intake throughout the day to prevent dehydration, unless fluid intake is medically restricted.
- Respect the individual's food preferences, cultural practices, and dietary restrictions.

- Observe food intake and report poor appetite, difficulty chewing or swallowing, or significant changes in eating habits to the supervisor or healthcare professional.

The guidelines for meal planning and its benefits are shown in Figure 3.3.



Fig. 3.3: Guidelines for meal planning and benefits

3. Safe Feeding Practices

Some elderly individuals may require assistance while eating due to weakness, illness, poor vision, trembling hands, or swallowing difficulties.

While providing feeding assistance, caregivers should:

- Ensure proper sitting posture
- Serve food at a comfortable temperature
- Offer small bites slowly and patiently
- Encourage chewing and swallowing properly
- Maintain cleanliness before and after meals
- Avoid forcing food

Caregivers should observe for signs of difficulty such as coughing, choking, or discomfort during eating. Safe feeding practices help prevent choking, indigestion, and other health complications.

4. Importance of Safe Feeding Practices

Safe feeding practices includes the following:

- Improve comfort during meals
- Reduce the risk of choking
- Maintain hygiene and safety
- Encourage healthy eating habits
- Support dignity and emotional well-being

5. Monitoring Eating Habits

Monitoring eating habits means observing how much and how well an elderly person eats regularly. Some elderly individuals may eat less due to:

- Poor appetite
- Illness
- Loneliness or emotional stress
- Difficulty chewing or swallowing
- Digestive problems

Sudden changes in eating habits may indicate health problems and should be reported to family members or healthcare professionals if required.

6. Importance of Monitoring Eating Habits

Monitoring the eating habits of elderly individuals is an important part of providing quality care. Regular observation of what, how much, and how often an elderly person eats helps identify changes in appetite, food preferences, or eating patterns that may indicate underlying health problems. Early detection of poor food intake enables timely intervention, reducing the risk of malnutrition and dehydration. Monitoring eating habits also helps caregivers plan balanced meals according to the individual's nutritional needs, preferences, and medical conditions. Adequate nutrition supports energy levels, maintains muscle strength, improves immunity, promotes healing, and enhances overall health and well-being. Therefore, careful monitoring of eating habits ensures that elderly individuals receive proper nutritional care and maintain a healthy and active life.

7. Respecting Cultural Food Preferences in Elderly Care

Food habits and dietary preferences differ from person to person based on culture, religion, region, traditions, and personal choices. Elderly individuals often prefer familiar foods that they have eaten throughout their lives, as these provide comfort, improve appetite, and create a sense of emotional well-being. Therefore, an Elderly Care Companion should respect these preferences while ensuring that meals meet the individual's nutritional and medical requirements.

The caregiver should discuss food preferences with the elderly individual and family members, include culturally and religiously acceptable foods whenever possible, and avoid foods that are disliked or prohibited due to religious beliefs, cultural practices, allergies, or medical conditions. At the same time, meals should remain balanced, nutritious, and appropriate for the person's health condition, such as diabetic, low-salt, or soft diets.

Respecting cultural food preferences encourages better eating habits, improves appetite and nutritional intake, and makes mealtimes more enjoyable. It also helps elderly individuals feel respected, valued, and emotionally comfortable while preserving their dignity, cultural identity, and personal beliefs. By acknowledging individual food preferences, caregivers build trust, strengthen their relationship with the elderly person, and contribute to their overall health, emotional well-being, and quality of life.

7. Importance of Meal Planning and Feeding Assistance in Elderly Care

Proper meal planning and feeding assistance are essential for maintaining the nutrition, health, and comfort of elderly individuals. Safe feeding practices, healthy meal preparation, and regular monitoring of eating habits help reduce nutritional risks and improve quality of life.

An Elderly Care Companion should always provide meal support with patience, hygiene, care, and respect while encouraging independence and healthy eating habits among elderly individuals.

Practical Exercise

Activity 1: Demonstration of meal preparation for elderly individuals

Prepare a healthy meal suitable for elderly individuals by following proper hygiene and nutritional practices. The activity should include the following:

- (a) Selecting nutritious food items
- (b) Washing and preparing ingredients hygienically
- (c) Preparing soft and easy-to-digest food
- (d) Serving food properly and safely
- (e) Including healthy fluids with the meal

After the activity, discuss the importance of balanced and hygienic meal preparation in elderly care.

Activity 2: Role play on safe feeding assistance

Perform a role play where one student acts as an Elderly Care Companion and other acts as an elderly individual requiring feeding support. In small groups, discuss the correct procedure for assisting an elderly person during mealtime. Prepare a checklist highlighting the key steps to ensure safe, hygienic, and respectful feeding assistance.

Check Your Progress

A. Fill in the Blanks

1. Meal planning helps elderly individuals receive proper _____.
2. Safe feeding practices help reduce the risk of _____.
3. Elderly individuals should be encouraged to eat in a comfortable _____.
4. Monitoring eating habits helps identify nutritional _____ early.
5. Cultural food preferences should be respected in elderly _____.

B. Multiple Choice Questions

1. Which of the following is important during feeding assistance?
 - a) Forcing food quickly
 - b) Proper sitting posture

- c) Ignoring cleanliness
 - d) Serving very hot food
2. Why is meal planning important for elderly individuals?
 - a) To reduce nutrition
 - b) To maintain health and strength
 - c) To encourage unhealthy eating
 - d) To avoid hydration
 3. Which of the following may affect eating habits in elderly individuals?
 - a) Proper nutrition
 - b) Good appetite
 - c) Illness and weakness
 - d) Regular meals
 4. Safe feeding practices help prevent
 - a) Comfort
 - b) Hydration
 - c) Choking
 - d) Healthy eating
 5. Why should caregivers respect cultural food preferences?
 - a) To increase discomfort
 - b) To encourage emotional well-being
 - c) To avoid balanced meals
 - d) To reduce appetite

C. State Whether the Following Statements are True or False

1. Elderly individuals may require assistance during meals.
2. Safe feeding practices help maintain dignity and comfort.
3. Caregivers should ignore changes in eating habits.
4. Cultural food preferences may vary according to religion and region.
5. Monitoring eating habits helps identify health-related concerns.

D. Subjective Questions

1. An elderly person has difficulty chewing hard food items. What changes should be made during meal preparation and feeding support?
2. An elderly woman coughs frequently while eating. Explain how safe feeding practices can help prevent choking and discomfort.
3. An elderly man refuses to eat the meal served because it is unfamiliar and does not match his usual dietary habits. As a caregiver, explain why respecting cultural and personal food preferences is important for maintaining his nutrition, dignity, and overall well-being.

4. A caregiver notices that an elderly individual is eating very little for several days. Why should eating habits be monitored regularly?
5. During feeding assistance, a caregiver forces food quickly without allowing proper swallowing. What problems may arise due to unsafe feeding practices?

What have you learned?

After completing this session, you will be able to:

- explain the importance of meal planning in elderly care;
- describe safe feeding practices followed during meal assistance;
- identify factors affecting eating habits among elderly individuals;
- explain the importance of monitoring eating habits and nutritional intake; and
- describe the role of cultural food preferences in maintaining comfort and emotional well-being of elderly individuals.

Session 3: Medication Awareness and Assistance

Many elderly individuals require medicines regularly for maintaining their health and controlling diseases such as diabetes, high blood pressure, heart disease, arthritis, or other age-related conditions. Proper medication support is important to ensure safety, recovery, and overall well-being. An Elderly Care Companion should help elderly individuals take medicines correctly and on time while following medical instructions carefully. Caregivers should also observe changes in health conditions and report any unusual reactions or side effects. Proper medication awareness helps prevent complications, improves health management, and supports healthy ageing.

1. Medicine Schedules

A medicine schedule is a planned timetable that indicates when and how medicines should be taken. Elderly individuals often take several medicines at different times of the day to manage various health conditions. Taking medicines at the correct time and in the correct dose is essential for effective treatment. Missing doses or taking the wrong medicine can lead to serious health problems. An Elderly Care Companion should carefully follow the doctor's instructions, administer medicines at the prescribed time, verify the correct medicine and dosage before administration, and maintain consistency in medication intake. Medicine reminder charts, pill organizers, or alarms may be used to help ensure that medicines are not missed.

A medicine schedule may include morning, afternoon, evening, or night medicines, as well as medicines that need to be taken before meals, after meals, or at specific intervals.

2. Importance of a Medicine Schedule

Following a proper medicine schedule helps elderly individuals to:

- Receive the right medicine at the right time and in the correct dose.
- Maintain regular and effective treatment for their health conditions.

- Recover better and maintain overall health and well-being.
- Avoid missing doses or taking medicines incorrectly.
- Reduce the risk of disease complications and hospital visits.
- Manage chronic conditions such as diabetes, hypertension, and heart disease more effectively.
- Improve independence and confidence in managing their medications.
- Promote safe and responsible use of medicines.

3. Storage and Handling of Medicines

Medicines should be stored and handled correctly to maintain their quality, effectiveness, and safety. Improper storage may reduce the effectiveness of medicines or make them unsafe to use.

The Elderly Care Companion should store medicines in a clean, cool, and dry place, away from direct sunlight, heat, and moisture. Medicines should remain in their original labelled containers, and expiry dates should be checked regularly. Expired medicines should not be used. All medicines should be kept out of the reach of children and stored according to the instructions on the label. Some medicines may require refrigeration, while others should be stored at room temperature.

While handling medicines, the caregiver should wash hands before administering medicines, read medicine labels carefully, and use clean measuring spoons, cups, or droppers for liquid medicines. Medicines should never be mixed without medical advice, shared with others, or administered in doses other than those prescribed.

4. Importance of Proper Storage and Handling

Proper storage and handling of medicines help to:

- Maintain the quality and effectiveness of medicines.
- Prevent contamination and misuse.
- Reduce the risk of medication errors.
- Ensure safe medication support.
- Protect elderly individuals from avoidable health complications.

5. Observing Side Effects of Medicines

Some medicines may cause side effects or unusual reactions, especially in elderly individuals who are often more sensitive to medicines due to age-related changes, reduced immunity, or existing health conditions. Common side effects include dizziness, drowsiness, weakness, nausea, loss of appetite, allergic reactions, skin rashes, and difficulty breathing.

An Elderly Care Companion should carefully observe the elderly individual after medicines are taken. Any changes in behaviour, sudden weakness, confusion, discomfort, breathing difficulties, swelling, skin rashes, or other unusual symptoms should be noted and reported promptly. If a serious side effect or allergic reaction occurs, the caregiver should immediately inform family members or healthcare professionals and seek emergency medical assistance if required. Medicines should never be stopped, changed, or adjusted without medical advice.

Importance of Observing Side Effects

Careful observation of side effects helps to:

- Identify adverse reactions at an early stage.
- Prevent serious medical emergencies.
- Ensure the safe and appropriate use of medicines.
- Enable timely medical attention and treatment.
- Improve the effectiveness of treatment.
- Protect the health and well-being of elderly individuals.

6. Importance of Medication Adherence

Medication adherence means taking medicines regularly, in the correct dose, and at the prescribed time according to the doctor's instructions. Elderly individuals may have difficulty following their medicine schedule because of memory problems, poor eyesight, confusion, multiple medications, or lack of awareness about their treatment.

An Elderly Care Companion plays an important role in supporting medication adherence by reminding elderly individuals to take their medicines on time, maintaining an accurate medicine schedule, encouraging them to complete the prescribed treatment, and monitoring medicine intake. The caregiver should also ensure that medicines are stored safely, observe for side effects, and report any concerns to family members or healthcare professionals. Medicines should never be skipped, stopped, or changed without consulting a healthcare professional.

Practical Exercise

Activity 1: Preparing a medicine schedule chart

Prepare a medicine schedule chart for an elderly individual based on the timing and instructions given by a doctor. The chart should include the following:

- (a) Name of the medicine
- (b) Time of intake
- (c) Before or after meals
- (d) Dosage instructions
- (e) Special precautions if any

After completing the activity, discuss the importance of taking medicines regularly and on time.

Activity 2: Demonstration of safe medicine handling

Perform a demonstration showing safe storage and handling of medicines used in elderly care. The activity should include the following:

- (a) Checking medicine labels and expiry dates
- (b) Storing medicines properly
- (c) Maintaining cleanliness while handling medicines
- (d) Observing side effects after medication

- (e) Following doctor's instructions carefully

After the activity, discuss the importance of medication safety and adherence in elderly care.

Check Your Progress

A. Fill in the Blanks

1. A medicine schedule helps elderly individuals take medicines on _____.
2. Medicines should always be stored in a clean and _____ place.
3. Caregivers should check medicine _____ before use.
4. Dizziness and nausea may be common medicine _____.
5. Medication adherence helps improve _____ effectiveness.

B. Multiple Choice Questions

1. Why is it important to follow medicine schedules?
 - a) To skip medicines
 - b) To maintain regular treatment
 - c) To avoid recovery
 - d) To reduce safety
2. Which of the following is important for safe medicine storage?
 - a) Keeping medicines in sunlight
 - b) Ignoring expiry dates
 - c) Storing medicines properly
 - d) Mixing medicines together
3. Which of the following may be a side effect of medicines?
 - a) Increased appetite always
 - b) Dizziness
 - c) Improved vision immediately
 - d) Faster growth
4. What should caregivers do if serious side effects are observed?
 - a) Ignore the condition
 - b) Stop all medicines without advice
 - c) Inform healthcare professionals or family members
 - d) Hide the problem
5. Medication adherence means
 - a) Avoiding medicines
 - b) Taking medicines regularly as prescribed
 - c) Sharing medicines with others
 - d) Taking medicines randomly

C. State Whether the Following Statements are True or False

1. Elderly individuals may require regular medicines for health conditions.
2. Medicines should be handled carefully and hygienically.
3. Expired medicines can be used safely.
4. Caregivers should observe changes after medicines are taken.
5. Missing medicines regularly may affect health negatively.

D. Subjective Questions

1. An elderly person forgets to take medicines regularly. How can a caregiver help maintain proper medication adherence?
2. Mrs. Sharma feels dizzy and weak after taking a new medicine. What should the caregiver do in this situation?
3. A caregiver stores medicines near a kitchen stove and does not check expiry dates. What problems may arise due to improper storage?
4. An elderly individual is taking medicines at incorrect timings every day. Why is maintaining a medicine schedule important?
5. A caregiver notices skin rash and breathing difficulty after medication intake. Why should side effects be observed carefully in elderly care?

What have you learned?

After completing this session, you will be able to:

- explain the importance of medication awareness in elderly care;
- describe the importance of following medicine schedules correctly;
- explain safe storage and handling practices for medicines;
- identify common side effects observed after medication intake; and
- explain the importance of medication adherence for maintaining health and well-being of elderly individuals.

Session 4: Health Monitoring and Reporting

Health monitoring is an important part of elderly care. Elderly individuals may experience changes in health due to ageing, illness, weakness, or medical conditions. Regular observation helps identify health problems early and ensures timely medical support. An Elderly Care Companion should regularly observe the health condition of elderly individuals and report any unusual changes responsibly.

1. Monitoring the Health Condition of Elderly Individuals

Regular monitoring of an elderly person's health is essential for the early identification of illness and timely medical intervention. An Elderly Care Companion should observe changes in body temperature, pulse, and the individual's overall physical and emotional condition. Body temperature should be measured correctly using a thermometer, as a sudden increase or decrease may indicate fever, infection, or other health problems. Any abnormal temperature should be reported

promptly to family members or healthcare professionals. The caregiver should also monitor the pulse carefully, as an unusually fast or slow heartbeat may be a sign of an underlying medical condition that requires attention. In addition, the caregiver should regularly observe the elderly individual's appetite and eating habits, sleep and rest patterns, breathing, energy level, mobility and movement, and emotional behaviour. Any noticeable changes in these areas should be reported without delay. Regular health monitoring enables the early detection of potential health problems, supports timely medical care, improves the quality of caregiving, and contributes to the safety, well-being, and overall quality of life of elderly individuals.

2. Recognising Warning Signs of Health Problems

Elderly individuals may develop health problems gradually or suddenly. Early recognition of warning signs allows timely medical attention, prevents complications, and improves recovery. An Elderly Care Companion should observe the elderly person regularly and promptly report any unusual signs or changes in their condition. Common warning signs include the following:

(i) Fever

A rise in body temperature may indicate an infection or illness. The elderly person may also experience chills, sweating, weakness, or confusion.

What to do:

- Measure and record the body temperature, if possible.
- Encourage adequate fluid intake, unless medically restricted.
- Keep the person comfortable and monitor for other symptoms.
- Inform the family member, supervisor, or healthcare provider.

(ii) Difficulty Breathing

Breathlessness, rapid breathing, wheezing, or difficulty speaking may indicate a serious medical condition.

What to do:

- Help the person sit upright in a comfortable position.
- Loosen tight clothing around the neck or chest.
- Keep the person calm and reassure them.
- Seek immediate medical assistance if breathing difficulty is severe or worsening.

(iii) Dizziness

The elderly person may complain of feeling light-headed, faint, or unsteady, increasing the risk of falls.

What to do:

- Help the person sit or lie down safely.
- Prevent them from walking until the dizziness improves.

- Observe for additional symptoms such as weakness or confusion.
- Inform the healthcare provider if dizziness persists or recurs.

(iv) Chest Pain

Chest pain, pressure, or discomfort may be a sign of a heart attack or another serious condition.

What to do:

- Help the person rest in a comfortable position.
- Keep them calm and avoid unnecessary movement.
- Call emergency medical services immediately.
- Do not delay seeking medical attention.

(v) Sudden Weakness

Sudden weakness, especially on one side of the body, may indicate a stroke or another neurological emergency.

What to do:

- Help the person sit or lie down safely.
- Observe whether one side of the face, arm, or leg is affected.
- Call emergency medical services immediately.
- Do not give food or drinks if swallowing is difficult.

(vi) Confusion

Sudden confusion, disorientation, unusual behaviour, or difficulty speaking may be caused by infection, dehydration, low blood sugar, stroke, or other medical conditions.

What to do:

- Stay with the person and speak calmly.
- Ensure their safety and prevent falls.
- Observe any additional symptoms.
- Arrange prompt medical evaluation.

(vii) Swelling

Swelling of the legs, feet, hands, or face may indicate injury, infection, poor circulation, heart problems, or kidney disease.

What to do:

- Observe the location and extent of the swelling.
- Avoid tight clothing or footwear over the swollen area.
- Report the swelling to the healthcare provider, especially if it appears suddenly or is associated with pain or breathlessness.

(viii) Loss of Appetite

A reduced appetite or refusal to eat may lead to poor nutrition and dehydration and may indicate an underlying illness (Figure 3.4).

What to do:

- Encourage small, nutritious meals and adequate fluids, if permitted.
- Observe for nausea, vomiting, pain, or difficulty swallowing.
- Record changes in eating habits and report persistent loss of appetite to the healthcare provider.



Fig. 3.4: Warning signs that require immediate medical attention in elderly individuals

3. Reporting Concerns to Family or Healthcare Staff

An Elderly Care Companion should promptly report any significant changes in an elderly individual's health or well-being to family members or healthcare professionals whenever necessary. Timely reporting helps ensure that appropriate medical care is provided without delay and prevents minor health issues from becoming serious.

Caregivers should remain alert to concerns such as fever or illness, falls or injuries, difficulty in breathing, side effects of medicines, sudden weakness or pain, and noticeable changes in eating or sleeping habits. While reporting these concerns, the caregiver should remain calm, provide clear, accurate, and complete information about the individual's condition, and communicate symptoms promptly and objectively. Effective and timely reporting supports informed decision-making, facilitates early medical intervention, and contributes to the safety, health, and overall well-being of elderly individuals.

4. Maintaining Healthcare Records

Maintaining accurate healthcare records is an important responsibility of an Elderly Care Companion. These records help monitor the health status of elderly individuals, ensure continuity of care, and support timely medical decision-making. Proper documentation enables caregivers, family members, and healthcare

professionals to track changes in the individual's condition and plan appropriate care. Healthcare records should be accurate, clear, complete, and updated regularly. All information should be recorded promptly and kept confidential.

Information to be Recorded

Healthcare records may include the following:

a) Temperature and Pulse Readings

- Record body temperature, pulse rate, and other vital signs (if trained to do so).
- Note the date, time, and any abnormal readings.
- Report unusual values to the supervisor or healthcare professional.

b) Medicine Intake

- Record the name of the medicine, dosage, time of administration, and any missed doses.
- Note any side effects or adverse reactions observed.
- Ensure medicines are recorded according to the care plan.

c) Meal Details

- Record the type and quantity of food and fluids consumed.
- Note poor appetite, difficulty swallowing, nausea, or refusal to eat.
- Monitor changes in eating habits over time.

A sample daily care record for monitoring the health and well-being of an elderly individual is shown in (Figure 3.5).

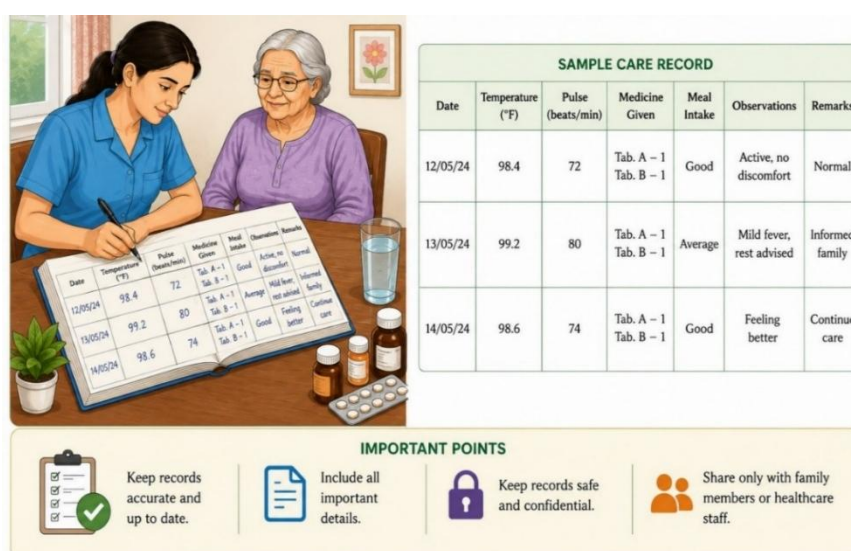


Fig. 3.5: Sample daily care record for monitoring the health and well-being of an elderly individual

d) Sleep Patterns

- Record sleeping and waking times.
- Note difficulty falling asleep, frequent waking, excessive daytime sleepiness, or disturbed sleep.
- Report significant changes in sleep patterns.

e) Doctor Visits

- Record the date of the visit, doctor's name, reason for consultation, diagnosis (if shared), and follow-up appointments.
- Document any changes in treatment or medication prescribed by the doctor.

f) Health Observations

- Record important observations such as pain, fever, swelling, dizziness, confusion, breathing difficulties, skin changes, falls, changes in mobility, or unusual behaviour.
- Document any incidents, accidents, or emergencies and the action taken.

Steps for Maintaining Healthcare Records

1. Record information immediately after providing care.
2. Write clearly, accurately, and objectively.
3. Include the date and time for every entry.
4. Record only factual observations and avoid personal opinions.
5. Report significant changes in the elderly person's condition promptly.
6. Keep all healthcare records confidential and store them safely.
7. Update records regularly to ensure they remain current.

Precautions

- Maintain confidentiality of all healthcare records.
- Never alter, erase, or falsify information.
- Record only accurate and verified information.
- Use clear and legible handwriting or approved electronic records.
- Inform the supervisor or healthcare professional about abnormal findings without delay.

5. Importance of Health Monitoring and Reporting

Regular health monitoring and proper reporting help ensure the safety, comfort, and well-being of elderly individuals. Early identification of health problems and timely communication support better treatment and care. An Elderly Care Companion should always observe health conditions carefully and provide responsible support during elderly care.

Practical Exercise

Activity 1: Demonstration of health monitoring

Perform a demonstration showing how caregivers monitor the health condition of elderly individuals. The activity should include the following:

- (i) Checking body temperature using a thermometer
- (ii) Observing pulse rate
- (iii) Monitoring breathing and general condition
- (iv) Identifying warning signs such as fever, weakness, or dizziness
- (v) Reporting observations properly

After the activity, discuss the importance of regular health monitoring in elderly care.

Activity 2: Preparing a basic care record

Prepare a sample care record for an elderly individual by recording daily health observations. The care record may include the following:

- (i) Date and time
- (ii) Temperature and pulse readings
- (iii) Medicine intake
- (iv) Meal details
- (v) Sleep pattern
- (vi) General observations

After completing the activity, discuss how care records help maintain proper communication and continuity of care in elderly support services.

Check Your Progress

A. Fill in the Blanks

1. Regular health monitoring helps identify health problems _____.
2. A thermometer is used to check body _____.
3. Sudden dizziness and chest pain may be _____ signs.
4. Caregivers should report serious health concerns to family members or _____ staff.
5. Care records help maintain continuity of _____.

B. Multiple Choice Questions

1. Why is health monitoring important in elderly care?
 - a) To ignore illness
 - b) To identify health problems early
 - c) To reduce safety
 - d) To avoid communication

2. Which instrument is used to measure body temperature?
 - a) Stethoscope
 - b) Thermometer
 - c) Syringe
 - d) Weighing machine
3. Which of the following may be a warning sign in elderly individuals?
 - a) Sudden weakness
 - b) Good appetite
 - c) Healthy sleep
 - d) Regular exercise
4. What should caregivers do after observing unusual symptoms?
 - a) Ignore the symptoms
 - b) Delay reporting
 - c) Report concerns immediately
 - d) Stop all care activities
5. Why are care records maintained in elderly care?
 - a) To confuse caregivers
 - b) To track health condition and care support
 - c) To avoid communication
 - d) To reduce observation

C. State Whether the Following Statements are True or False

1. Regular health monitoring helps maintain the safety and well-being of elderly individuals.
2. Pulse monitoring helps assess heart condition.
3. Warning signs in elderly individuals should be ignored.
4. Caregivers should report health concerns responsibly.
5. Care records should be updated regularly and maintained safely.

D. Subjective Questions

1. An elderly person develops fever and breathing difficulty during the night. Explain how a caregiver should respond to the situation.
2. Mrs. Sharma suddenly feels weak and dizzy while walking. Why is observing warning signs important in elderly care?
3. A caregiver notices unusual side effects after medicine intake but does not report them. What problems may arise due to delayed reporting?
4. An elderly individual has irregular meal intake and poor sleep for several days. Why should the caregiver maintain proper care records?
5. During health monitoring, a caregiver observes abnormal pulse and breathing conditions in an elderly person. What should be done immediately?

What have you learned?

After completing this session, you will be able to:

- explain the importance of health monitoring in elderly care;
- describe the methods used for monitoring temperature, pulse, and general condition;
- identify common warning signs observed in elderly individuals;
- explain the importance of reporting health concerns to family members or healthcare staff; and
- describe the role of maintaining basic care records in elderly care support.

Unit 4 Professional Practices in Elderly Care

Unit 4 on ***Professional Practices in Elderly Care*** introduces you to the professional skills, workplace behaviour, communication practices, and career readiness required for providing effective elderly care services. An Elderly Care Companion should maintain professionalism, proper communication, ethical behaviour, and workplace responsibility while supporting elderly individuals. Good professional practices help create a safe, respectful, organised, and supportive caregiving environment.

Session 1 on ***Introduction to Documentation and Record Keeping*** deals with daily care notes, attendance and visit records, medication logs, and the importance of accurate documentation in elderly care services.

Session 2 on ***Professional Behaviour and Workplace Etiquette*** focuses on punctuality, grooming and presentation, respectful behaviour, and teamwork required for maintaining professionalism in caregiving settings.

Session 3 on ***Family Interaction and Communication*** covers the communication with caregivers and family members, giving updates respectfully, managing difficult conversations, and maintaining confidentiality during elderly care services.

Session 4 on ***Career Readiness and Financial Literacy*** introduces you to employment processes, basic banking and digital payments, workplace rights and responsibilities, and various career pathways available in elderly care services.

Session 1: Introduction to Documentation and Record Keeping

Documentation and record keeping are important parts of professional elderly care services. Caregivers regularly provide support related to health, hygiene, medicines, meals, mobility, and emotional well-being of elderly individuals. Maintaining proper records helps caregivers track the condition and daily care of elderly individuals in an organised manner.

Good documentation improves communication between caregivers, family members, doctors, and healthcare staff. It also helps ensure continuity of care and reduces confusion or mistakes during caregiving activities. An Elderly Care Companion should always maintain records carefully, honestly, and responsibly.

1. Daily Care Notes

Daily care notes are written records that describe the routine care and support provided to elderly individuals every day. These notes help caregivers monitor the physical, emotional, and health conditions of elderly individuals regularly.

Daily care notes may include information related to the following:

- a) Meals and fluid intake
- b) Sleep and rest
- c) Personal hygiene support
- d) Physical activity and mobility
- e) Behaviour and emotional condition
- f) Health observations

Caregivers should write daily care notes clearly and regularly so that all important information is available whenever required. Proper daily care notes help identify changes in the condition of elderly individuals and support better caregiving.

2. Importance of Daily Care Notes

Daily care notes are essential records that help caregivers monitor an elderly person's health, well-being, and daily care. They help in the following:

- (a) Track the elderly person's daily activities and progress.
- (b) Record changes in health, behaviour, appetite, or mobility.
- (c) Ensure continuity of care between different caregivers and healthcare professionals.
- (d) Monitor medication administration and treatment schedules.
- (e) Identify potential health concerns early for timely intervention.
- (f) Improve communication among caregivers, family members, and healthcare providers.
- (g) Support accurate documentation for medical, legal, and administrative purposes.
- (h) Evaluate the effectiveness of the care plan and make necessary adjustments.

3. Attendance and Visit Records

Attendance and visit records help maintain information about caregiver attendance, home visits, appointments, and caregiving schedules. These records are important for ensuring regular care and maintaining accountability in professional caregiving services. Attendance and visit records may include the following:

- (a) Date of visit
- (b) Time of arrival and departure
- (c) Name of caregiver
- (d) Duration of care provided
- (e) Doctor or hospital visits
- (f) Follow-up appointments

Proper attendance records help caregivers and organisations maintain discipline and manage caregiving schedules effectively. These records also help family members know about the care services provided to elderly individuals.

4. Importance of Attendance and Visit Records

Maintaining accurate attendance and visit records is an important responsibility of an Elderly Care Companion, as it helps ensure the regular and effective delivery of caregiving services. These records provide essential information about the caregiver's visits, the care provided, and the continuity of support received by the elderly individual. Proper documentation improves coordination and communication among caregivers, family members, and healthcare professionals, supports efficient scheduling of caregiving activities, and promotes accountability and professionalism. It also ensures continuity of care by maintaining a clear record of services provided, enabling consistent monitoring of the elderly individual's needs and overall well-being.

5. Medication Logs

Medication logs are records maintained for medicines taken by elderly individuals. Many elderly individuals require regular medicines for controlling health conditions such as diabetes, blood pressure, arthritis, or heart disease. Proper documentation includes details such as the elderly person's health condition, vital signs, medications administered or assisted with, food and fluid intake, daily activities, mobility, personal hygiene, behavioural changes, incidents, and any observations or concerns. Recording this information regularly helps caregivers monitor changes in the person's condition and identify potential health problems at an early stage. Thus, medication logs may include the following:

- (a) Name of medicine
- (b) Dosage and timing
- (c) Medicines taken or missed
- (d) Special instructions
- (e) Side effects observed

Caregivers should update medication logs carefully and regularly. Incorrect medication records may lead to missed doses, medication errors, or health complications. Medication logs help caregivers and healthcare professionals monitor treatment properly and ensure safe medication practices. Medication logs (Figure 4.1) helps in the following:

- Ensure timely medicine intake
- Prevent missed doses
- Monitor treatment regularly
- Improve medication safety
- Support proper health management

MEDICATION LOG

Name of Elderly : Mr. Ramesh Sharma
Date : 20-05-2024

Medicine Name	Dosage	Time	Taken (✓) / Missed (X)				Remarks / Side Effects	Signature
			Morning	Afternoon	Evening	Night		
Tab. Amlodipine 5 mg	1 Tablet	8:00 AM	✓	–	–	–	No side effects	Riya
Tab. Metformin 500 mg	1 Tablet	1:00 PM	–	✓	–	–	No side effects	Riya
Tab. Paracetamol 650 mg (if pain)	1 Tablet	8:00 PM	–	–	✓	–	Taken for pain	Riya
Tab. Calcium + D3	1 Tablet	9:00 PM	–	–	–	✓	No side effects	Riya

Special Instructions Take medicines after food.
Do not skip any dose.

Fig. 4.1: Sample medication log for an elderly individual

6. Importance of Accurate Documentation

Accurate documentation means recording correct, complete, clear, and up-to-date information about the health, care, and daily activities of an elderly individual. It is one of the key responsibilities of an Elderly Care Companion, as it helps ensure that the right care is provided at the right time. Good documentation allows all members of the healthcare team to access reliable information and provide consistent, person-centred care.

Every entry should be factual, objective, legible, and recorded promptly after care is provided or an observation is made. Caregivers should record only what they have observed or done, avoiding assumptions or personal opinions. All healthcare records must be kept confidential and maintained according to organisational policies and professional ethics.

Accurate documentation plays an important role in the continuity of care. It helps caregivers monitor changes in the elderly person's health, record medicines administered, document food and fluid intake, note vital signs, and track sleep patterns, doctor visits, and other health observations. These records help identify changes in the person's condition and support timely medical intervention.

Incomplete or inaccurate documentation can lead to serious problems. Important information may be missed during shift handovers, medicines may be given incorrectly, care may be duplicated or omitted, and treatment decisions may be delayed. Such errors can affect the health, safety, and well-being of the elderly individual.

Documentation is especially valuable during emergencies. Well-maintained records provide healthcare professionals with essential information such as the person's medical history, allergies, ongoing medications, existing illnesses, recent symptoms, and the care already provided. This enables faster assessment and appropriate treatment.

Accurate documentation also improves communication among caregivers, nurses, doctors, family members, and other healthcare professionals. It provides a clear record of the care delivered and the person's response to treatment, ensuring that everyone involved has the same information. In addition, documentation supports professional accountability, quality assurance, legal compliance, and continuous improvement in care.

Practical Exercise

Activity 1: Preparing a daily care record

Prepare a sample daily care record for an elderly individual by observing and recording daily caregiving activities. The record should include the following:

- a) Meal intake
- b) Sleep pattern
- c) Personal hygiene support
- d) Physical activity
- e) Health observations
- f) Emotional condition

After the activity, discuss the importance of maintaining daily care notes in elderly care.

Activity 2: Demonstration of medication log maintenance

Perform a demonstration showing how caregivers maintain a medication log for elderly individuals. The activity should include the following:

- a) Recording medicine names
- b) Mentioning dosage and timing
- c) Marking medicines taken or missed
- d) Observing side effects
- e) Updating records correctly

After the activity, discuss the importance of accurate medication records and timely medicine intake.

Activity 3: Preparing attendance and visit records

Prepare a sample attendance and visit record for caregiving support provided to an elderly individual. The record should include the following:

- a) Date and time of visit
- b) Caregiver name
- c) Duration of care
- d) Purpose of visit
- e) Signature or remarks

After completing the activity, discuss how attendance and visit records help maintain professional caregiving services and continuity of care.

Check Your Progress**A. Fill in the Blanks**

1. Documentation helps maintain continuity of _____.
2. Daily care notes include information related to meals, sleep, and _____ condition.
3. Medication logs help prevent missed _____.
4. Attendance and visit records help maintain proper caregiving _____.
5. Accurate documentation improves communication and quality of _____.

B. Multiple Choice Questions

1. Why are daily care notes maintained in elderly care?
 - a) To ignore health conditions
 - b) To track daily care and observations
 - c) To avoid communication
 - d) To reduce caregiving support
2. Which of the following may be included in medication logs?
 - a) Weather conditions
 - b) Medicine dosage and timing
 - c) School attendance
 - d) Travel details
3. Attendance and visit records help maintain
 - a) Confusion
 - b) Irregular caregiving
 - c) Accountability and scheduling
 - d) Medication errors

4. Accurate documentation is important because it
 - a) Creates misunderstanding
 - b) Delays treatment
 - c) Improves continuity of care
 - d) Reduces communication
5. Which of the following should be maintained confidentially?
 - a) Care records
 - b) Classroom timetable
 - c) Shopping list
 - d) Newspaper articles

C. State Whether the Following Statements are True or False

1. Daily care notes help track the condition of elderly individuals.
2. Medication logs should be updated regularly.
3. Incorrect documentation may lead to communication problems.
4. Attendance records are unnecessary in professional caregiving.
5. Care records should be maintained clearly and accurately.

D. Subjective Questions

1. A caregiver forgets to update the medication log after giving medicines to an elderly person. What problems may arise due to improper documentation?
2. A caregiver records incorrect medicine timings in the medication log. Why is accurate documentation important in elderly care?
3. A caregiver maintains attendance and visit records for doctors. Explain how these records help maintain professional caregiving services.
4. During an emergency, healthcare staff ask for previous care records of an elderly individual. How do proper records help in such situations?

What have you learned?

After completing this session, you will be able to:

- explain the importance of documentation and record-keeping in elderly care;
- describe the purpose of daily care notes, attendance records, and medication logs;
- explain the importance of maintaining accurate and updated records;
- identify information included in caregiving documentation; and
- describe the role of proper documentation in ensuring continuity and quality of care.

Session 2: Professional Behaviour and Workplace Etiquette

Professional behaviour and workplace etiquette are essential qualities of an Elderly Care Companion. They reflect the caregiver's attitude, responsibility, and commitment towards providing safe, respectful, and high-quality care. Elderly individuals often depend on caregivers for their daily needs and emotional support. Therefore, caregivers should always behave professionally, maintain discipline, communicate respectfully, and work cooperatively with others.

Professional behaviour helps build trust, promotes dignity, improves communication, and creates a safe and supportive caregiving environment. It also strengthens relationships with elderly individuals, family members, co-workers, and healthcare professionals. The key aspects of professional behaviour and workplace etiquette are discussed below.

1. Punctuality

Punctuality means reporting to work on time, following the caregiving schedule, and completing assigned duties responsibly. Elderly individuals depend on caregivers for timely assistance with medications, meals, personal hygiene, mobility, and other daily activities. Delays in caregiving may affect their health, comfort, and well-being.

Good Practices for Punctuality

- Report to work on time every day.
- Follow the daily care schedule and assigned responsibilities.
- Complete duties within the required time.
- Inform the supervisor immediately if delayed or unable to report for duty.
- Be prepared before starting work by reviewing the care plan.

Importance of Punctuality

- Ensures timely delivery of care.
- Maintains continuity of caregiving services.
- Builds trust with elderly individuals and family members.
- Promotes discipline and professionalism.
- Improves the quality and safety of care.

2. Personal Grooming

Personal grooming refers to maintaining good personal hygiene, a neat appearance, and appropriate professional attire. A well-groomed caregiver creates a positive impression and helps reduce the risk of infection.

Good Grooming Practices

- Bathe regularly and maintain personal cleanliness.
- Wear a clean and appropriate uniform.
- Keep nails short, clean, and free from nail polish.
- Tie long hair neatly.
- Maintain good oral hygiene.

- Avoid strong perfumes and excessive jewellery.
- Wear clean, comfortable, and closed-toe footwear.
- Use Personal Protective Equipment (PPE) whenever required.

Importance of Personal Grooming

- Prevents the spread of infections.
- Promotes a clean and healthy environment.
- Builds confidence and trust.
- Demonstrates professionalism.
- Ensures the comfort and safety of elderly individuals.

3. Respectful Behaviour

Respectful behaviour means treating elderly individuals, family members, and colleagues with dignity, courtesy, patience, and compassion. Every elderly person deserves to be treated with kindness and respect regardless of their age, health condition, or level of dependence.

Good Practices for Respectful Behaviour

- Speak politely and use respectful language.
- Listen carefully without interrupting.
- Respect privacy and maintain confidentiality.
- Respect cultural values, beliefs, and personal preferences.
- Show patience and empathy.
- Avoid arguments, criticism, or harsh behaviour.
- Encourage the elderly person's independence whenever possible.

Importance of Respectful Behaviour

- Preserves dignity and self-esteem.
- Builds trust and positive relationships.
- Promotes emotional well-being.
- Encourages cooperation.
- Creates a caring and supportive environment.

4. Effective Communication

Professional caregivers should communicate clearly, politely, and respectfully with elderly individuals, family members, and healthcare professionals. Good communication helps ensure that important information is shared accurately and care is provided safely.

Good Communication Practices

- Listen actively and patiently.
- Speak clearly using simple language.
- Maintain appropriate eye contact and positive body language.
- Report important observations promptly.

- Maintain confidentiality while sharing information.

Importance of Effective Communication

- Prevents misunderstandings.
- Improves coordination of care.
- Builds trust and confidence.
- Enhances patient safety.
- Supports person-centred care.

5. Teamwork

Teamwork means working cooperatively with other caregivers, nurses, doctors, family members, and healthcare professionals to provide coordinated and comprehensive care.

Good Teamwork Practices

- Cooperate with team members.
- Share accurate and timely information.
- Respect the roles and responsibilities of others.
- Help when needed.
- Participate actively in team discussions.
- Follow workplace policies and procedures.

Importance of Teamwork

- Improves coordination among caregivers.
- Ensures continuity of care.
- Reduces errors and confusion.
- Increases work efficiency.
- Improves the quality of elderly care.

6. Professional Ethics and Workplace Etiquette

Professional ethics and workplace etiquette refer to maintaining appropriate behaviour, honesty, integrity, confidentiality, and respect while performing caregiving duties.

Good Workplace Practices

- Follow organisational rules and policies.
- Maintain confidentiality of healthcare information.
- Be honest and accountable for your work.
- Accept feedback positively and continuously improve.
- Maintain professional boundaries with elderly individuals.
- Use workplace resources responsibly.
- Report unsafe conditions or incidents promptly.

Importance of Professional Ethics

- Promotes ethical and responsible caregiving.
- Protects the rights and dignity of elderly individuals.
- Enhances professional credibility.
- Ensures legal and organisational compliance.
- Builds confidence among elderly individuals and their families.

Practical Exercise

Activity 1: Demonstration of professional grooming and workplace etiquette

Perform a demonstration showing proper grooming and professional behaviour followed in elderly care settings. The activity should include the following:

- a) Wearing a clean and appropriate uniform
- b) Maintaining personal hygiene
- c) Greeting elderly individuals politely
- d) Speaking respectfully and patiently
- e) Following workplace discipline

After the activity, discuss the importance of professional appearance and respectful behaviour in elderly care services.

Activity 2: Role play on respectful behaviour and teamwork

Perform a role play where students act as caregivers, elderly individuals, and healthcare staff. Demonstrate the following:

- a) Polite communication with elderly individuals
- b) Listening carefully and responding patiently
- c) Sharing information with team members
- d) Cooperating during caregiving activities
- e) Maintaining professionalism at the workplace

After the activity, discuss how teamwork and respectful behaviour improve the quality of elderly care.

Activity 3: Preparing a workplace etiquette checklist

Prepare a checklist showing important professional practices followed in elderly care settings. The checklist may include the following:

- a) Punctuality
- b) Clean appearance
- c) Respectful communication
- d) Proper teamwork
- e) Responsible behaviour

After completing the activity, discuss how workplace etiquette helps maintain professionalism and quality caregiving services.

Check Your Progress

A. Fill in the Blanks

1. Arriving on time for work shows professional _____.
2. Caregivers should maintain proper personal _____ during elderly care.
3. Respectful behaviour helps build _____ with elderly individuals.
4. Teamwork improves communication and _____ in caregiving services.
5. Workplace etiquette helps maintain professionalism and quality of _____.

B. Multiple Choice Questions

1. Why is punctuality important in elderly care?
 - a) To delay caregiving services
 - b) To maintain regular support and discipline
 - c) To ignore schedules
 - d) To avoid responsibility
2. Which of the following is part of proper grooming?
 - a) Untidy appearance
 - b) Wearing dirty clothes
 - c) Maintaining personal hygiene
 - d) Ignoring cleanliness
3. Respectful behaviour includes
 - a) Speaking rudely
 - b) Ignoring elderly individuals
 - c) Listening patiently and speaking politely
 - d) Using harsh language
4. Teamwork in elderly care helps
 - a) Increase confusion
 - b) Reduce communication
 - c) Improve coordination and caregiving support
 - d) Avoid cooperation
5. Workplace etiquette is important because it
 - a) Creates an unhealthy environment
 - b) Reduces professionalism
 - c) Maintains discipline and positive behaviour
 - d) Encourages irresponsible behaviour

C. State Whether the Following Statements are True or False

1. Professional behaviour is important in elderly care services.
2. Caregivers should maintain cleanliness and neat appearance.
3. Respectful communication helps elderly individuals feel comfortable and valued.
4. Teamwork is unnecessary in caregiving services.

5. Punctuality reflects discipline and responsibility.

D. Subjective Questions

1. A caregiver regularly arrives late for duty and delays medicine support for elderly individuals. What problems may arise due to lack of punctuality?
2. Mrs. Sharma feels uncomfortable because a caregiver maintains poor hygiene and untidy appearance. Why is grooming important in elderly care?
3. During caregiving, a caregiver speaks harshly to an elderly individual. How can respectful behaviour improve emotional well-being and caregiving support?
4. In an elderly care centre, caregivers work together during emergencies and daily activities. Explain the importance of teamwork in such situations.
5. A caregiver follows workplace discipline, maintains cleanliness, and communicates politely with everyone. How does professional behaviour improve the quality of elderly care services?

What have you learned?

After completing this session, you will be able to:

1. explain the importance of professional behaviour in elderly care services;
2. describe the role of punctuality and workplace discipline in caregiving;
3. explain the importance of proper grooming and presentation in elderly care settings;
4. demonstrate respectful behaviour while interacting with elderly individuals and healthcare staff; and
5. explain the importance of teamwork and cooperation in providing quality elderly care support.

Session 3: Family Interaction and Communication

Family interaction and communication are important parts of elderly care services. Elderly individuals often depend on caregivers, family members, and healthcare professionals for physical, emotional, and social support. Proper communication helps maintain trust, understanding, and cooperation among everyone involved in caregiving. Good communication also helps caregivers understand the needs, habits, preferences, and health conditions of elderly individuals. Respectful interaction creates a positive environment and improves the emotional well-being of elderly individuals. An Elderly Care Companion should always communicate politely, patiently, and responsibly while maintaining professionalism and confidentiality.

1. Communicating with Caregivers and Family Members

Communication is the process of sharing information, thoughts, and observations with family members, caregivers, and healthcare staff. In elderly care, communication helps ensure proper coordination and continuity of care services.

Caregivers should communicate regularly with family members regarding the health condition, daily activities, medicine intake, emotional behaviour, and overall well-being of elderly individuals. Proper communication helps avoid misunderstandings and ensures that elderly individuals receive appropriate care and support. While communicating, caregivers should speak clearly, listen carefully, and respond respectfully. Active listening helps caregivers understand the concerns and expectations of family members and elderly individuals more effectively.

Caregivers should also maintain a calm and positive attitude during communication. Good communication improves trust and strengthens relationships between caregivers and family members.

2. Importance of Communication

Effective communication is one of the most important skills in elderly care. As people grow older, they may experience hearing loss, vision problems, memory impairment, speech difficulties, or cognitive changes that make communication more challenging. A caregiver who communicates with patience, empathy, and respect can better understand the needs, preferences, and concerns of the elderly individual while promoting comfort, confidence, and dignity.

An Elderly Care Companion should always communicate in a clear, calm, and respectful manner. The caregiver should listen attentively, maintain eye contact, use simple and easy-to-understand language, and allow sufficient time for the elderly person to respond. Both verbal and non-verbal communication, such as facial expressions, gestures, and body language, play an important role in building positive relationships and providing person-centred care. Effective and good communication skills of an Elderly Care Companion help in the following:

- a) **Builds trust and cooperation:** Respectful and compassionate communication helps establish a positive relationship between the caregiver and the elderly individual, encouraging cooperation during daily care activities.
- b) **Improves caregiving coordination:** Clear communication among caregivers, family members, and healthcare professionals ensures that care is well planned, coordinated, and delivered effectively.
- c) **Maintains continuity of care:** Accurate sharing of information about medications, dietary needs, mobility, personal preferences, and health status helps ensure consistent and uninterrupted care.
- d) **Supports emotional well-being:** Friendly conversations, active listening, and emotional support reduce feelings of loneliness, anxiety, and isolation while promoting confidence and self-esteem.
- e) **Reduces misunderstandings:** Clear instructions and careful listening help prevent confusion, medication errors, missed appointments, and other avoidable mistakes that may affect the health and safety of the elderly person.

3. Giving Updates on Information

Providing regular and respectful updates to family members is an important responsibility of an Elderly Care Companion. Family members often rely on

caregivers for accurate information about the health and daily well-being of elderly individuals. Updates may include details about the individual's health condition, meal intake, sleep pattern, medicines taken, emotional behaviour, and physical activity. While sharing this information, the caregiver should remain calm, polite, patient, and professional, ensuring that all information is communicated clearly, honestly, and accurately without creating unnecessary fear, confusion, or misunderstanding. Caregivers should avoid rude behaviour, harsh language, arguments, or making assumptions, and should always respect the privacy and confidentiality of the elderly individual while communicating with family members. Regular and respectful communication helps keep family members well informed, reassures them about the care being provided, and encourages their active involvement in the caregiving process. It also strengthens trust, supports better decision-making, maintains professionalism, improves coordination among caregivers and family members, and contributes to the delivery of safe, effective, and person-centred elderly care.

4. Managing Difficult Conversations

Caregivers may occasionally encounter difficult conversations while caring for elderly individuals or interacting with their family members. Health problems, chronic illness, stress, emotional distress, confusion, dementia, emergencies, or misunderstandings can make communication challenging. Handling these situations with sensitivity and professionalism is essential for maintaining trust and ensuring quality care. During difficult conversations, an Elderly Care Companion should remain calm, patient, and respectful. The caregiver should listen actively without interrupting, allow the other person to express their concerns, and respond in a clear, polite, and reassuring manner. Speaking in a gentle tone and avoiding arguments, criticism, or harsh language can help prevent the situation from escalating.

Empathy is a key element of effective communication. Caregivers should acknowledge the feelings and emotions of elderly individuals and their family members, showing understanding and compassion even when opinions differ. Providing honest information, offering reassurance, and focusing on practical solutions can help reduce anxiety, resolve misunderstandings, and build confidence.

If the elderly person becomes upset, confused, or angry, the caregiver should remain composed, give the individual enough time to calm down, and continue the conversation only when appropriate.

Respecting the person's dignity, privacy, and personal preferences is essential throughout the interaction. In situations involving serious health concerns, safety risks, abuse, conflicts, or emergencies, caregivers should promptly report the matter to their supervisor or the appropriate healthcare professional. Seeking timely guidance and support helps ensure the safety, well-being, and continuity of care for the elderly individual.

5. Guidelines for Managing Difficult Conversations

Difficult conversations are sometimes unavoidable in elderly care. An elderly person may become upset, anxious, confused, frightened, or frustrated because of illness, pain, loss of independence, or emotional stress. Family members may also experience worry or grief, making communication challenging. During such situations, an Elderly Care Companion should remain calm, patient, and supportive while communicating with sensitivity and respect. During difficult conversations, the Elderly Care Companion should:

- (a) Remain calm, patient, and respectful, even if the elderly person becomes emotional or agitated.
- (b) Listen actively without interrupting, giving the person enough time to express their thoughts, feelings, and concerns.
- (c) Use clear, simple, and polite language that is easy to understand, and speak in a gentle, reassuring tone.
- (d) Show empathy by acknowledging the person's feelings and responding with kindness, compassion, and understanding.
- (e) Maintain appropriate non-verbal communication, such as eye contact, a calm facial expression, and an attentive posture, to show interest and support.
- (f) Avoid arguments, blame, criticism, or harsh language. Instead, respond calmly and respectfully, even when there is disagreement.
- (g) Focus on resolving the concern by discussing practical solutions rather than finding fault or assigning blame.
- (h) Respect the elderly person's dignity, privacy, preferences, and right to make decisions whenever possible.
- (i) Provide reassurance and emotional support, especially if the person feels anxious, confused, or distressed.
- (j) Know when to seek help. Inform the supervisor, nurse, doctor, or other healthcare professional if the situation is beyond your role or if the person's safety or well-being is at risk.

6. Maintaining Confidentiality

Maintaining confidentiality is a key responsibility of an Elderly Care Companion. Caregivers often have access to sensitive information, including an elderly person's medical condition, medications, personal records, financial details, and family matters. This information must be kept private and shared only with authorised family members or healthcare professionals when necessary for the individual's care or as required by organisational policies or legal guidelines. Caregivers should handle all records securely and never disclose confidential information to unauthorised persons. Respecting confidentiality protects the elderly person's

privacy and dignity, builds trust, upholds professional ethics, and supports the delivery of safe, respectful, and high-quality care.

7. Importance of Family Interaction

Family interaction and communication play an important role in ensuring quality elderly care services. Proper communication helps caregivers, family members, and healthcare professionals work together effectively for the safety, comfort, and well-being of elderly individuals. An Elderly Care Companion should always communicate respectfully, provide updates responsibly, manage difficult conversations calmly, and maintain confidentiality while delivering caregiving support.

Practical Exercise

Activity 1: Role play on family communication

Perform a role play where one student acts as a caregiver, and other acts as a family member of an elderly individual. Demonstrate the following during the role play:

- (a) Greeting politely
- (b) Sharing health updates respectfully
- (c) Listening carefully to concerns
- (d) Responding patiently and calmly
- (e) Maintaining professional behaviour

After the activity, discuss the importance of proper communication in elderly care.

Activity 2: Demonstration of giving health updates

Perform a demonstration showing how caregivers provide updates regarding the condition of elderly individuals to family members or healthcare staff. The demonstration should include the following:

- (a) Sharing information clearly
- (b) Speaking respectfully
- (c) Reporting meal intake and medicine details
- (d) Explaining changes in health condition
- (e) Answering questions politely

After completing the activity, discuss how respectful communication improves trust and caregiving support.

Activity 3: Confidentiality awareness activity

Prepare a list of information that should remain confidential in elderly care services. The activity may include the following:

- (a) Medical records
- (b) Medicine details

- (c) Personal information
- (d) Family matters
- (e) Health reports

After the activity, discuss why maintaining confidentiality is important in professional caregiving practices.

Check Your Progress

A. Fill in the Blanks

1. Proper communication helps build _____ and cooperation in elderly care.
2. Caregivers should provide health _____ respectfully to family members.
3. Difficult conversations should be managed with patience and _____.
4. Confidentiality means protecting personal and _____ information.
5. Good communication improves continuity of _____.

B. Multiple Choice Questions

1. Why is communication important in elderly care?
 - a) To create confusion
 - b) To improve coordination and support
 - c) To avoid interaction
 - d) To reduce caregiving services
2. While giving updates, caregivers should
 - a) Speak rudely
 - b) Provide incorrect information
 - c) Communicate respectfully and clearly
 - d) Ignore family concerns
3. Which of the following helps manage difficult conversations effectively?
 - a) Anger and arguments
 - b) Patience and empathy
 - c) Harsh communication
 - d) Ignoring concerns
4. Confidential information should be shared only with
 - a) Friends and neighbours
 - b) Unauthorised persons
 - c) Authorised family members or healthcare staff
 - d) Everyone in the workplace
5. Maintaining confidentiality helps
 - a) Reduce trust
 - b) Protect privacy and dignity

- c) Increase misunderstanding
- d) Delay caregiving support

C. State Whether the Following Statements are True or False

1. Good communication helps improve caregiving support.
2. Caregivers should listen carefully while interacting with family members.
3. Difficult conversations should be handled rudely.
4. Confidentiality is important in professional caregiving services.
5. Respectful communication helps build trust and cooperation.

D. Subjective Questions

1. A caregiver provides regular updates about medicine intake and health condition to family members. How does this improve elderly care support?
2. During a stressful situation, a caregiver remains calm and listens carefully to the concerns of family members. Why is managing difficult conversations important?
3. A caregiver shares the medical condition of an elderly individual with unauthorised persons. Why is maintaining confidentiality important in elderly care?
4. An elderly individual feels emotionally supported because the caregiver communicates politely and patiently. Explain the importance of respectful communication.
5. During caregiving services, family members and caregivers regularly communicate regarding the daily condition of the elderly individual. How does proper communication improve continuity of care?

What have you learned?

After completing this session, you will be able to:

- explain the importance of communication and family interaction in elderly care;
- describe the methods of communicating respectfully with family members and caregivers;
- explain the importance of providing regular updates about elderly individuals;
- demonstrate appropriate behaviour while managing difficult conversations; and
- explain the importance of maintaining confidentiality in professional caregiving services.

Session 4: Career Readiness and Financial Literacy

Career readiness and financial literacy are important for building a successful and responsible professional life in elderly care services. An Elderly Care Companion should understand workplace responsibilities, employment opportunities, financial

management, and professional growth. These skills help caregivers become confident, organised, and independent in their personal and professional life.

Career readiness prepares students for employment by developing professional behaviour, workplace awareness, communication skills, and responsibility. Financial literacy helps individuals manage money, banking services, digital payments, and financial safety properly. An Elderly Care Companion should understand employment processes, workplace rights, financial practices, and career opportunities to perform duties effectively and maintain professional growth.

1. Basic Banking and Digital Payment Services

Financial literacy includes understanding banking services, money management, and safe digital payment methods. Caregivers should know how to manage salaries, savings, bank accounts, and online transactions responsibly (Figure 4.2).



Fig. 4.2: Basic banking and digital payments

Basic banking services and digital payment methods help individuals manage money safely, conveniently, and efficiently. These include the following:

- a) Opening bank accounts
- b) Depositing and withdrawing money
- c) Using ATM and debit cards
- d) Maintaining savings accounts
- e) Internet and online banking
- f) Mobile banking
- g) UPI payments
- h) QR code payments

Caregivers should use digital payment services carefully and avoid sharing confidential banking information such as passwords, OTP (One-Time Password), ATM PIN (Automated Teller Machine Personal Identification Number) with others.

Financial awareness helps caregivers become financially responsible and independent.

2. Importance of Banking and Digital Payments

Knowledge of banking and digital payments is essential for elderly individuals as it helps them manage their finances safely, conveniently, and independently. Understanding basic banking services and digital payment methods enables them to deposit and withdraw money, pay bills, transfer funds, and make purchases without carrying large amounts of cash. It also supports better financial planning by helping them keep track of their income, expenses, savings, and pensions.

Awareness of safe online banking practices, such as protecting passwords, verifying payment requests, and avoiding suspicious links or calls, reduces the risk of financial fraud and cybercrime. Therefore, basic banking and digital payment skills promote financial independence, enhance confidence in using modern financial services, and ensure secure and responsible money management.

3. Workplace Rights and Responsibilities of an Elderly Care Companion

An Elderly Care Companion plays an important role in supporting the health, safety, and well-being of elderly individuals. To perform these duties effectively, caregivers must understand both their workplace rights and workplace responsibilities. Workplace rights protect caregivers by ensuring fair treatment, safety, and access to necessary resources, while workplace responsibilities help maintain professional standards and ensure the delivery of safe, ethical, and compassionate care.

(i) Workplace Rights

An Elderly Care Companion has the right to work in a safe, healthy, and respectful environment. They are entitled to receive fair wages, working hours, leave, and other employment benefits according to organizational policies and applicable labour laws.

Caregivers have the right to receive proper training, supervision, and the equipment needed to perform their duties safely, including Personal Protective Equipment (PPE). They also have the right to be treated with dignity, free from discrimination, harassment, or abuse, and to report unsafe working conditions or workplace concerns without fear of retaliation.

(ii) Workplace Responsibilities

An Elderly Care Companion is responsible for providing safe, compassionate, and person-centred care to elderly individuals. They should follow the care plan, organizational policies, and instructions given by healthcare professionals or supervisors. Caregivers must maintain the privacy, dignity, and confidentiality of the elderly person at all times.

They should report to work on time, perform assigned duties responsibly, maintain personal hygiene, follow infection prevention and control practices, and use proper body mechanics while assisting with mobility and daily activities. They should

promptly report any changes in the elderly individual's health, accidents, injuries, or emergencies to the appropriate healthcare professional or supervisor.

Accurate documentation, effective communication with the healthcare team and family members, and continuous learning through training and skill development are also important professional responsibilities.

(iii) Importance of Workplace Rights and Responsibilities

Understanding workplace rights and responsibilities helps create a safe, respectful, and professional work environment. It enables caregivers to perform their duties confidently, protects both the caregiver and the elderly individual, promotes ethical and high-quality care, ensures compliance with workplace policies and legal requirements, and contributes to better health outcomes and an improved quality of life for elderly individuals.

4. Career Pathways in Elderly Care Sector

The elderly care sector is one of the fastest-growing areas of the healthcare industry, driven by an increasing ageing population and the rising demand for quality long-term care services. It offers a wide range of rewarding career opportunities for individuals who are compassionate, patient, and committed to improving the quality of life of older adults. Employment opportunities are available in hospitals, old age homes, assisted living facilities, rehabilitation centres, community healthcare organisations, palliative care centres, day-care centres for senior citizens, and home-care services.

With the required education, training, skills, and practical experience, individuals can begin their careers in entry-level positions such as Elderly Care Companion, Home Health Aide, Caregiver Assistant, Patient Care Assistant, Nursing Assistant, or Rehabilitation Support Worker (Fig. 4.3). These professionals assist older adults with activities of daily living, personal hygiene, mobility, nutrition, medication reminders, emotional support, and maintaining a safe and comfortable living environment.

As caregivers gain experience and pursue additional qualifications, they can advance to specialised roles such as Geriatric Care Assistant, Dementia Care Specialist, Palliative Care Assistant, Occupational Therapy Assistant, Physiotherapy Assistant, Community Health Worker, or Senior Care Supervisor. Individuals may also pursue professional education in General Nursing and Midwifery (GNM), Bachelor of Science in Nursing (B.Sc. Nursing), Physiotherapy, Occupational Therapy, Social Work, Gerontology, or Healthcare Management, leading to broader career opportunities and leadership roles.

Career growth in the elderly care sector depends on continuous learning, specialised training, professional certifications, and practical experience. Developing skills in areas such as geriatric care, dementia care, first aid and CPR, rehabilitation, infection prevention and control, nutrition, communication, and digital health documentation enhances employability and professional competence.

With dedication, lifelong learning, and a compassionate approach, caregivers can build fulfilling careers while providing safe, respectful, person-centred, and high-quality care that promotes the health, dignity, independence, and well-being of elderly individuals.

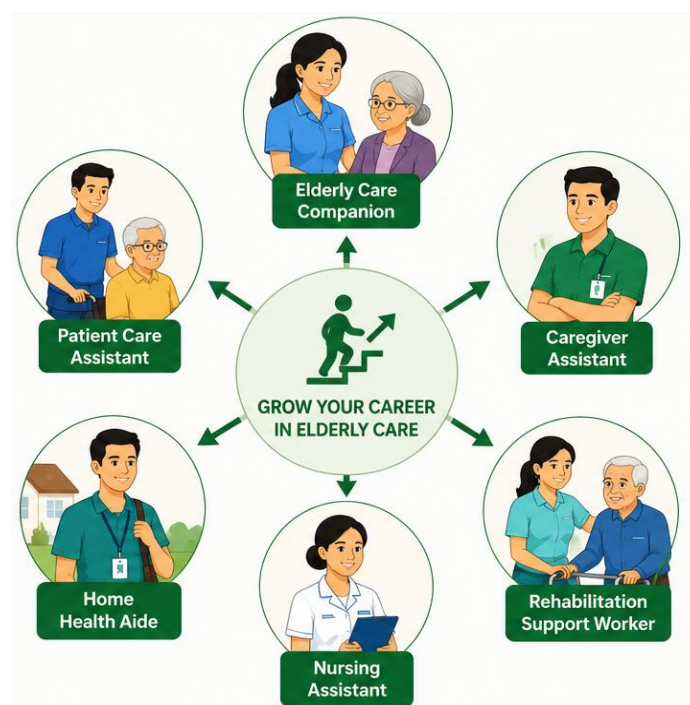


Fig. 4.3: Career pathways in elderly care

5. Importance of Career Pathways in Elderly Care

An Elderly Care Companion should not only possess caregiving skills but also be prepared for long-term career growth and financial well-being. Career awareness helps caregivers understand the opportunities available in the healthcare sector and plan their professional development. Continuous learning, workplace readiness, digital competence, and financial literacy enable caregivers to build rewarding careers while providing quality care to elderly individuals.

Career pathways in elderly care offer opportunities to progress through higher education, specialised training, professional certifications, and work experience. By upgrading their knowledge and skills, caregivers can take on greater responsibilities, improve their employment prospects, and adapt to changing healthcare practices. Lifelong learning also helps caregivers remain competent, confident, and committed to delivering person-centred care.

Career readiness involves developing the knowledge, skills, and professional attitude needed to enter and succeed in the workplace. An Elderly Care Companion should understand how to search and apply for jobs, prepare a resume, attend interviews, communicate effectively, work as part of a team, follow workplace policies, and demonstrate professionalism. These skills help caregivers perform their responsibilities efficiently and build positive relationships with employers, colleagues, and elderly individuals.

Financial literacy is equally important for achieving financial security and independence. Caregivers should understand basic banking services, savings, budgeting, digital payment systems, and responsible financial planning. They should also be aware of safe online banking practices and common financial frauds to protect themselves from scams. Good financial management helps caregivers use their earnings wisely, plan for future needs, and make informed financial decisions.

Digital literacy has become an essential workplace skill. Caregivers should be able to use smartphones, computers, online job portals, digital payment applications, and electronic communication tools confidently and responsibly. These skills improve access to employment opportunities, support effective communication, and enhance workplace efficiency.

Practical Exercise

Activity 1: Demonstration of digital payment methods

Perform a demonstration showing different digital payment methods used in daily life. The activity should include the following:

- a) UPI payment
- b) QR code scanning
- c) ATM/debit card use
- d) Mobile banking application
- e) Safe online payment practices

After the activity, discuss the importance of safe digital transactions and financial security.

Activity 2: Preparing a career pathway chart

Prepare a chart showing different career opportunities available in elderly care services. The chart may include the following:

- a) Elderly Care Companion
- b) Home Health Aide
- c) Nursing Assistant
- d) Patient Care Assistant
- e) Rehabilitation Support Worker

After completing the activity, discuss the importance of skill development and career growth in elderly care services.

Activity 3: Role play on workplace responsibilities

Perform a role play showing professional behaviour and workplace responsibilities in elderly care settings. The role play should include the following:

- a) Punctuality and discipline
- b) Respectful communication

- c) Following workplace rules
- d) Maintaining professional ethics
- e) Responsible caregiving practices

After the activity, discuss the importance of workplace responsibilities and professionalism in elderly care services.

Check Your Progress

A. Fill in the Blanks

1. Career readiness helps individuals prepare for _____ opportunities.
2. UPI and mobile banking are examples of _____ payment methods.
3. Employees should follow workplace rules and professional _____.
4. Financial literacy helps people manage money and _____ safely.
5. Elderly care services provide different career _____ in healthcare and caregiving sectors.

B. Multiple Choice Questions

1. Which of the following is part of the employment process?
 - a) Ignoring interviews
 - b) Preparing a resume
 - c) Avoiding workplace rules
 - d) Refusing communication
2. Which digital payment method is commonly used in India?
 - a) UPI
 - b) Postcard
 - c) Newspaper
 - d) Notice board
3. Workplace responsibilities include
 - a) Maintaining discipline and professionalism
 - b) Ignoring workplace guidelines
 - c) Sharing confidential information
 - d) Avoiding teamwork
4. Which of the following is a career opportunity in elderly care?
 - a) Pilot
 - b) Home Health Aide
 - c) Architect
 - d) Fashion Designer

5. Financial literacy helps individuals
 - a) Mismanage money
 - b) Avoid savings
 - c) Use banking services responsibly
 - d) Ignore financial safety

C. State Whether the Following Statements are True or False

1. Career readiness helps students prepare for professional life.
2. Digital payment methods should be used carefully and safely.
3. Employees do not have workplace responsibilities.
4. Elderly care services provide different employment opportunities.
5. Financial literacy helps improve money management skills.

D. Subjective Questions

1. A student prepares a resume and attends an interview for a caregiving job. How does career readiness help in employment opportunities?
2. A caregiver uses UPI and mobile banking to manage salary and expenses safely. Explain the importance of digital payment awareness.
3. An employee follows workplace rules, maintains punctuality, and communicates respectfully. Why are workplace responsibilities important in professional life?
4. A caregiver wants to continue higher education and skill development in healthcare services. How can career pathways help in professional growth?
5. A person shares ATM PIN and OTP details with strangers and faces financial fraud. Why is financial safety important while using digital payment methods?

What have you learned?

After completing this session, you will be able to:

1. explain the importance of career readiness in elderly care services;
2. describe the basic employment processes followed during job applications;
3. explain the use of banking services and digital payment methods;
4. identify workplace rights and responsibilities in professional caregiving settings; and
5. describe various career opportunities and pathways available in elderly care services.

Answer Key

Unit 1: Elderly Care and Caregiver Responsibilities

Session 1: Ageing and Needs of Elderly

A. Fill in the Blanks

1. Natural
2. Falls
3. Social
4. Dignity
5. Loved

B. Multiple Choice Questions

1. b)
2. c)
3. b)
4. c)
5. c)

C. State Whether the Following Statements are True or False.

1. False
2. True
3. True
4. True
5. False

Session 2: Roles, Ethics and Responsibilities of an Elderly Care Companion

A. Fill in the Blanks

1. Emotional
2. Boundaries
3. Respect
4. Empathy
5. Falls

B. Multiple Choice Questions

1. b)
2. c)
3. b)
4. c)
5. d)

C. State Whether the Following Statements are True or False.

1. True
2. False
3. True

4. True
5. False

Session 3: Communication and Emotional Support

A. Fill in the Blanks

1. Respected
2. Support
3. Loneliness
4. Respectful
5. Confidence

B. Multiple Choice Questions

1. b)
2. c)
3. b)
4. a)
5. c)

C. State Whether the Following Statements are True or False

1. False
2. True
3. True
4. False
5. True

Session 4: Hygiene, Sanitation, and Infection Prevention

A. Fill in the Blanks

1. Infections
2. Hygiene
3. Immunity
4. Waste
5. Well-being

B. Multiple Choice Questions

1. b)
2. c)
3. c)
4. c)
5. b)

C. State Whether the Following Statements are True or False.

1. True
2. False
3. True
4. True
5. True

Unit 2: Safety and Daily Living Assistance

Session 1: Home Safety and Fall Prevention

A. Fill in the Blanks

1. Hazards
2. Accidents
3. Devices
4. Mobility
5. Independence

B. Multiple Choice Questions

1. c)
2. b)
3. c)
4. c)
5. b)

C. State Whether the Following Statements are True or False

1. True
2. True
3. True
4. True
5. False

Session 2: Mobility Assistance and Safe Transfer

A. Fill in the Blanks

1. Mobility
2. Independence
3. Slowly
4. Back
5. Aids

B. Multiple Choice Questions

1. b)
2. c)
3. c)
4. c)
5. b)

C. State Whether the Following Statements are True or False

1. True
2. True
3. False
4. True
5. True

Session 3: Activities of Daily Living Support

A. Fill in the Blanks

1. Routine
2. Feeding
3. Self-esteem
4. Dignity
5. Nutrition

B. Multiple Choice Questions

1. b)
2. b)
3. c)
4. b)
5. b)

C. State Whether the Following Statements are True or False

1. True
2. True
3. False
4. True
5. True

Session 4: Emergency Response, and First Aid

A. Fill in the Blanks

1. Immediate
2. Accidents
3. Resuscitation
4. Accessible
5. Quickly

B. Multiple Choice Questions

1. b)
2. c)
3. b)
4. a)
5. b)

C. State Whether the Following Statements are True or False

1. True
2. True
3. False
4. True
5. True

Unit 3: Nutrition, Health, And Medication Support

Session 1: Nutritional Needs of Elderly Individuals

A. Fill in the Blanks

1. Nutrients
2. Dehydration
3. Blood pressure
4. Weight
5. Minerals

B. Multiple Choice Questions

1. b)
2. a)
3. b)
4. b)
5. b)

C. State Whether the Following Statements are True or False.

1. True
2. True
3. False
4. True
5. True

Session 2: Meal Planning and Feeding Assistance

A. Fill in the Blanks

1. Nutrition
2. Choking
3. Environment
4. Problems
5. Care

B. Multiple Choice Questions

1. b)
2. b)
3. c)
4. c)
5. b)

C. State Whether the Following Statements are True or False

1. True
2. True
3. False
4. True
5. True

Session 3: Medication Awareness and Assistance

A. Fill in the Blanks

1. Time
2. Dry
3. Expiry dates
4. Side effects
5. Treatment

B. Multiple Choice Questions

1. b)
2. c)
3. b)
4. c)
5. b)

C. State Whether the Following Statements are True or False

1. True
2. True
3. False
4. True
5. True

Session 4: Health Monitoring and Reporting

A. Fill in the Blanks

1. Early
2. Temperature
3. Warning
4. Healthcare
5. Care

B. Multiple Choice Questions

1. b)
2. b)
3. a)
4. c)
5. b)

C. State Whether the Following Statements are True or False

1. True
2. True
3. False
4. True
5. True

Unit 4: Professional Practices in Elderly Care

Session 1: Introduction to Documentation and Record Keeping

A. Fill in the Blanks

1. Care
2. Health
3. Doses
4. Records
5. Care

B. Multiple Choice Questions

1. b)
2. b)
3. c)
4. c)
5. a)

C. State Whether the Following Statements are True or False

1. True
2. True
3. True
4. False
5. True

Session 2: Professional Behaviour and Workplace Etiquette

A. Fill in the Blanks

1. Discipline
2. Grooming
3. Trust
4. Coordination
5. Service

B. Multiple Choice Questions

1. b)
2. c)
3. c)
4. c)
5. c)

C. State Whether the Following Statements are True or False

1. True
2. True
3. True
4. False
5. True

Session 3: Family Interaction and Communication

A. Fill in the Blanks

1. Trust
2. Updates
3. Empathy
4. Medical
5. Care

B. Multiple Choice Questions

1. b)
2. c)
3. b)
4. c)
5. b)

C. State Whether the Following Statements are True or False

1. True
2. True
3. False
4. True
5. True

Session 4: Career Readiness and Financial Literacy

A. Fill in the Blanks

1. Employment
2. Digital
3. Ethics
4. Finances
5. Opportunities

B. Multiple Choice Questions

1. b)
2. a)
3. a)
4. b)
5. c)

C. State Whether the Following Statements are True or False

1. True
2. True
3. False
4. True
5. True

Glossary

Accurate Documentation: Recording correct, complete, and updated information related to elderly care services.

Activities of Daily Living (ADL): Daily self-care activities such as bathing, dressing, eating, grooming, and toileting.

Ageing: A natural process in which physical, emotional, and mental changes occur as a person grows older.

Attendance Record: A record maintained to track caregiver attendance, visits, and caregiving schedules.

Balanced Diet: A diet that contains proper amounts of nutrients required for maintaining good health.

Bank Account: An account maintained in a bank for saving, depositing, or withdrawing money.

Basic First Aid: Immediate care provided during minor injuries or emergencies before medical help arrives.

Body Mechanics: Proper use of body movements and posture while lifting or assisting elderly individuals safely.

Care Record: A written record containing details about health condition, medicines, meals, and caregiving activities.

Career Readiness: Preparation for employment through development of professional and workplace skills.

Caregiver: A person who provides physical, emotional, and daily living support to elderly individuals.

Confidentiality: Protecting personal and medical information from unauthorised sharing.

CPR (Cardiopulmonary Resuscitation): An emergency procedure used when breathing or heartbeat stops.

Daily Care Notes: Written records describing the routine care and observations related to elderly individuals.

Dietary Restrictions: Limitations on certain foods due to health conditions or medical advice.

Digital Payment: Online method of transferring money using mobile banking, UPI, or debit cards.

Documentation: The process of maintaining written records related to caregiving services.

Elderly Care Companion: A trained person who assists elderly individuals in daily activities, health monitoring, and emotional support.

Emergency Contact: Important contact information used during medical or caregiving emergencies.

Empathy: Understanding and sharing the feelings of another person.

Employment Process: Steps followed while applying for and joining a job.

Fall Prevention: Safety measures used to reduce the risk of falls among elderly individuals.

Feeding Assistance: Support provided to elderly individuals during eating and drinking.

Financial Literacy: Knowledge of banking, savings, money management, and digital payments.

First Aid: Basic medical assistance provided during injuries or emergencies.

General Condition: Overall physical and emotional health condition of an individual.

Grooming: Maintaining cleanliness, hygiene, and neat appearance.

Health Monitoring: Regular observation of temperature, pulse, breathing, and overall health condition.

Home Safety: Safety measures followed within the home to prevent accidents and injuries.

Hydration: Maintaining adequate water and fluid intake for proper body functioning.

Infection Prevention: Measures taken to reduce the spread of infections and diseases.

Interview: A formal discussion conducted during job selection or employment processes.

Malnutrition: Poor nutrition caused by lack of proper nutrients in the diet.

Medication Adherence: Taking medicines correctly according to medical instructions.

Medication Log: A record maintained for medicine names, dosage, and timings.

Mobility Assistance: Support provided for walking, moving, or transferring elderly individuals safely.

Nutrition: The process of obtaining and using nutrients required for health and growth.

Patient Care Assistant: A healthcare support worker who assists patients in daily care activities.

Professional Behaviour: Responsible and respectful conduct followed at the workplace.

Pulse: Rhythmic beating of the heart measured to monitor health condition.

Punctuality: Arriving and completing duties on time.

QR Code: A digital code scanned for making online payments.

Rehabilitation Support Worker: A healthcare worker who assists individuals during recovery and rehabilitation.

Respectful Behaviour: Polite, patient, and dignified interaction with others.

Resume: A document containing educational qualifications, skills, and work details used during job applications.

Safe Transfer: Proper movement of elderly individuals from one position or place to another safely.

Sanitation: Maintaining cleanliness and hygienic surroundings.

Side Effects: Unwanted effects caused by medicines or treatment.

Teamwork: Working cooperatively with others to achieve common goals.

Temperature: Measurement of body heat used to monitor health condition.

Toileting Assistance: Support provided to elderly individuals during toilet use and personal hygiene activities.

UPI (Unified Payments Interface): A digital payment system used for online money transfer.

Warning Signs: Symptoms or changes indicating possible health problems.

Wheelchair Support: Assistance provided while using or moving a wheelchair.

Workplace Etiquette: Professional manners and behaviour are followed in the workplace.

Workplace Responsibilities: Duties and obligations employees should follow during work.

Workplace Rights: Rights related to safety, fair treatment, salary, and dignity at work.



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