

Caring for yourself while caring for others



For more information and to request copies of the handbook contact:

**Public Authority for In-Home Supportive Services in Alameda County
Training Program at 510-777-4202 or www.ac-pa4ihss.org**

**Service Employees International Union – Long Term Care Workers
(SEIU-ULTCW) at 1-888-373-3018 or www.seiu-ultcw.org**

For an electronic copy of the handbook, please visit:

[url of electronic pdf]

**Practical Tips for
Homecare Workers**

**STAY SAFE
AT WORK**



Hello! ***My name is Natalia.***

I love being a homecare worker! But it can be dangerous. Two years ago I slipped while helping Clara take a shower.

I twisted my ankle and was on crutches for two weeks. I couldn't work so I didn't get paid, and couldn't take care of my family and the people who needed me.

That changed the way I look at my job. I found there's a lot to learn, and what we don't know CAN hurt us – and the people we care for.

We can protect ourselves

Before I got hurt, I didn't think much about my own safety. Now, I think things through before doing them. I watch out for hazards and try to use the right tools and techniques. This handbook helps me do my work well and safely.



I'm Clara.

Natalia has worked for me for three years. When she got hurt, it really shook me up. As her employer, I'm

responsible for making my home a safe workplace. I don't ever want anyone to get hurt again while helping me.

I care about her. And, if she gets hurt, my life gets much harder – I have to show another worker how to take care of me.



Why should consumers read this handbook?

I've heard lots of things about safety, but it's hard to find one source of reliable information. That's what this handbook is: a collection of practical tips to keep my home safe for Natalia – and for me.



Turn the page to learn
How to use this handbook

How to use this handbook

1. Look over the **checklist** on the next page and see which Safety Tips apply to you. Go to those pages to find out:

 What to **watch out for** and the

 **tools & tips** that can help you both stay safe

2. Read **How to talk to each other about safety** on p. 6 for suggestions on how to communicate your concerns to each other. Each Safety Tip also has a:

 **talk it over** section with examples of what you could say.

Working with the consumer is the best, but not the only, way to use the handbook.

You can use it on your own or with others such as family members or guardians.

3. Keep track of good ideas to make your work safer. Fill out the **to do list** at the end of each Safety Tip:



to do list

Supplies needed:



- Long-handled duster, mop, scrub brush
- Stepstool Kneepads Other: *Cleaning gloves*

New ways to do the tasks:

Tie a rag to end of a broom to dust upper shelves

People or places we will contact for help, tools, or information:

*Consumer will ask her family if they have kneepads
Worker will mix dish soap and water (p.19) for trying out the general cleaner.*

4.  Create your own **action plan for safety** on page 82. Keep it on hand to remind you both about staying safe.
5.  Review the **find help** section at the end of each Safety Tip and the **resources** starting on p. 75 for local groups that can help you.

Remember, staying safe on the job is important not only for you, but also the people you care for. Congratulations on taking time to **Care for Yourself while Caring for Others.**

Checklist

What *hazards* are you exposed to?



1. Do you mop, scrub, or do other **housecleaning** tasks for the consumer?

YES → go to p. 10



2. Do you use **cleaning products** such as bleach or toilet cleaner?

YES → go to p. 16



3. Do you do the consumer's **laundry**?

YES → go to p. 22



4. Do you help the consumer **move (transfer)** from place to place in the home?

YES → go to p. 26



5. Do you help the consumer take a **bath or shower**?

YES → go to p. 34



6. Do you use needles or other **sharp objects** such as razors and diabetes sticks?

YES → go to p. 38



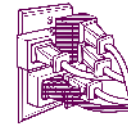
7. Do you **cook and shop** for the consumer?

YES → go to p. 44



8. Are there conditions in the home that could lead to **trips and falls**?

YES → go to p. 50



9. Are there **fire and electrical hazards** in the home?

YES → go to p. 56



10. Do you feel overloaded with **stress** and worry about your work?

YES → go to p. 64



11. Do you have **injuries, aches and pains** or other **physical symptoms** that might be caused by your work?

YES → go to p. 70



12. Do you want to know where to **find help** about these hazards?

YES → go to **Resources** on p. 75

Create your own **action plan for safety**  on p. 82

Let's get started!

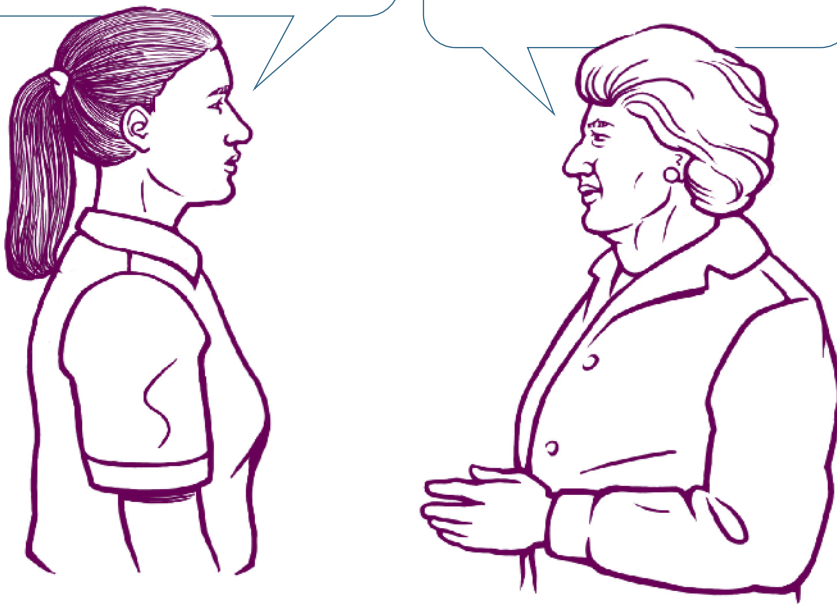
Turn the page for tips on **How to talk to each other about safety.**

How to talk to each other about safety

What's wrong with this conversation?

"You can't keep your stuff all over the place. It's too cluttered – and dangerous!"

"It's MY house! You can't tell me what to do!"



here's what's wrong

- ▶ Talking like this doesn't give either of you room to think of solutions.
- ▶ Each person may feel the other is not respectful and doesn't care about her/his needs. Both of you can get angry and defensive.



tips for effective communication

Learn ways to state a concern about your safety in a manner that encourages both of you to find a positive solution – together.

- ▶ **Bring up a safety issue as soon as possible.** If you don't, the problem can get worse and one or both of you can get angry.
- ▶ **Plan the discussion in advance.** Practice with a friend or write down what you want to say.

▶ Be respectful.

Homecare worker: *"May I move the phone cord out of the way so we don't trip? I'll make sure you can still reach the phone easily."*

- ▶ **Use "I" statements.** Talk about what you observe and how it affects you rather than blame the other.

Homecare worker: *"If I tried that, I'm afraid that I could hurt my back."*

Consumer: *"I worry that if we change the way things are organized I won't be able to find the things I need."*

- ▶ **Look at the issue from the other person's perspective.**

Homecare worker: *"It must be hard having someone rearrange your things. But I wonder if we can move some things from the floor so we'd have more room to walk."*

Consumer: *"I've always done the laundry that way, but if it puts too much strain on your back, it's OK with me to try it another way."*

continues

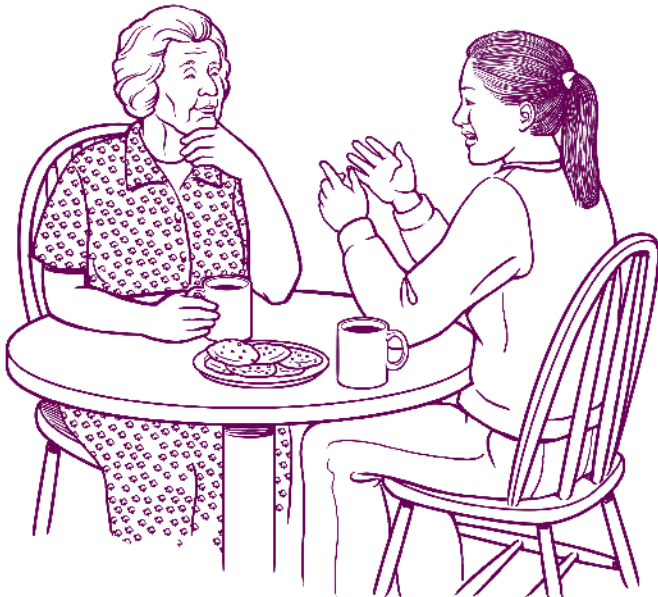
✓ tips for effective communication *continued*

- ▶ **Consider several solutions** so there's not just one option.

Homecare worker: *"That cleaning product is too strong for me. I'm concerned about my health. I could continue using it if I can open the window or use a fan. Or I could make a cleaner that works as well but is safer and less expensive. Which would you prefer?"*

- ▶ **Know your bottom line** – the minimum you can accept.

Homecare worker: *"I'm sorry. I'm not comfortable changing the bandage without wearing gloves. Using gloves is safer for both of us."*



✓ tips for working with consumers who have speech difficulties

- ▶ Find a quiet area and give them your full attention.
- ▶ Don't interrupt or finish their sentences.
- ▶ If you have trouble understanding, don't nod. Simply ask them to repeat.
- ▶ If after trying, you still cannot understand them, ask them to write it down or suggest another way such as:
 - Communication boards and books
 - Computers (text or graphics/pictures)
 - Assistance from a family member or friend who is experienced in communicating with the consumer



when communication breaks down

Sometimes you may feel threatened by what consumers or other people in the house say or do. If you believe you are in immediate danger, call 911.

Otherwise, consider these options:

- ▶ Talk to the consumer when he/she is calm.
- ▶ Ask a friend or family member to accompany you when you speak with the consumer.
- ▶ Request help from an agency that also works with the consumer.

If you can't resolve the situation, consider other employment for yourself or other care options for the consumer.

1

Mopping, scrubbing, and other housecleaning tasks

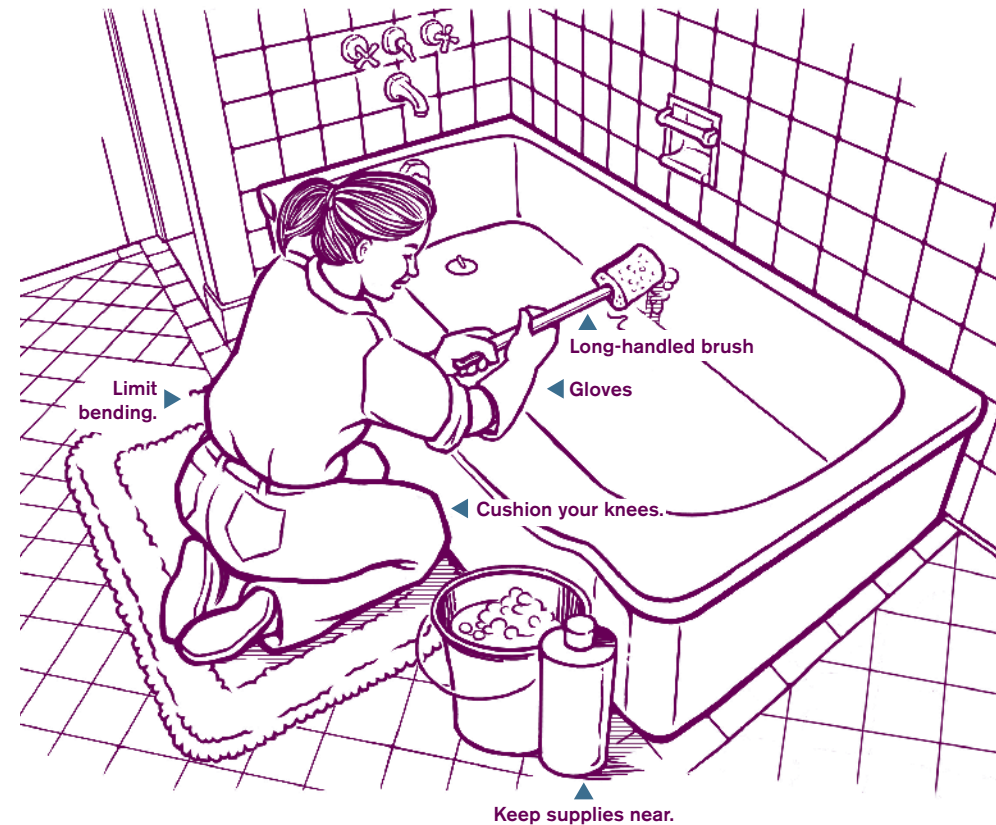
don't



watch out for

Back and shoulder injuries • General aches and pains

do



tools

Use these things to make the tasks safer:

- ▶ A **long-handled** duster, mop, and scrub brush to limit bending while you clean the floor, walls, tubs, and toilets
- ▶ A **stepstool** to help you clean high places without over-reaching and possibly losing your balance
- ▶ **Knee pads** or a folded towel to cushion your knees

✓ tips

- ▶ **Avoid reaching and bending.** Move as close as possible to the task. *For example, when making a bed, walk around it so you don't have to reach. Raise the bed if it is adjustable.*
- ▶ Every few minutes, **stretch and change positions.** Switch hands if you can.



"Sometimes I've attached a rag to the end of a broom to clean hard-to-reach places."

Chun, Oakland homecare worker

- ▶ **Try not to twist your body** – move your feet instead. Bend your knees, not your back.
- ▶ When lifting a heavy object, **hold it close to your body.** Lift with your legs. This puts less stress on your back. *If it's too heavy to lift without strain, get help.*
- ▶ If you move furniture to clean the floor, **push, don't pull.** If it's too hard to move, get help. Put casters on the feet of heavy furniture so it is easier to move.

"If there is anything heavy that needs to be lifted, I won't let the homecare worker lift it alone. We either ask for help from a neighbor or my nephew, or we slide things, or put them in a cart and push it."

Dennis, Fremont consumer



talk it over

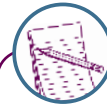
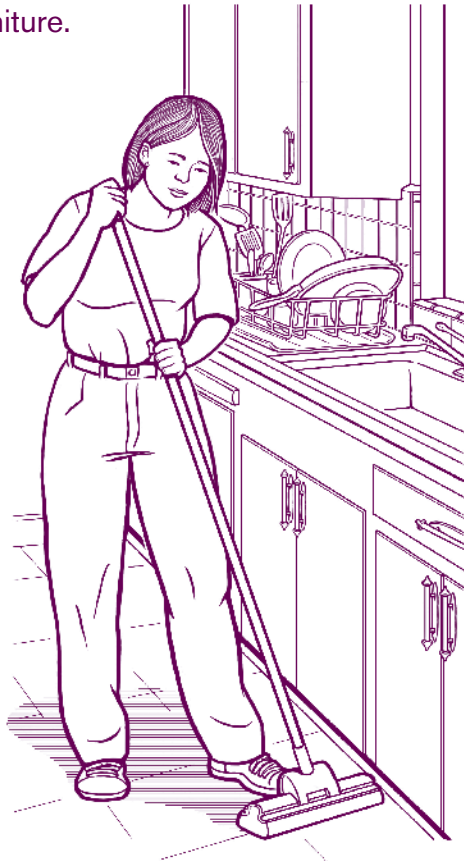
You could say: “Tools with long handles make it easier on my back and help me stay strong and healthy enough to keep working.”



find help

Hardware and discount stores

sell stepstools, long-handled tools, kneepads, and casters and sliders for furniture.



to do list

Supplies needed:

- Long-handled duster, mop, scrub brush
- Stepstool Kneepads Other:

New ways to do the tasks:

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People or places we will contact for help, tools, or information:

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2

Working with cleaning products

don't



watch out for

Skin rashes or burns • Red, itchy eyes • Breathing trouble (wheezing, coughing, shortness of breath) • Headaches or dizziness

If you notice any of these problems, STOP using the product at once, wash up, and get fresh air!

do



Open windows. ▶

Wear Gloves. ▶
Spray onto sponge. ▶



tools

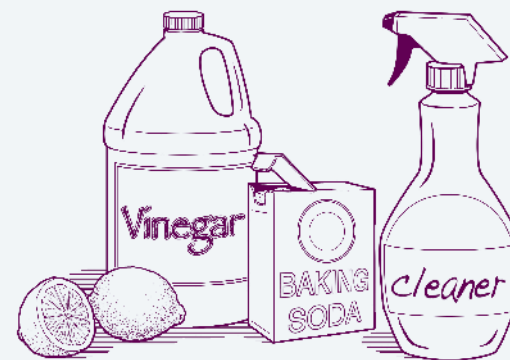
Use these things to make this work safer:



- ▶ **Less harmful chemicals** when possible (You can make your own cleaners – see “Simple recipes for safer cleaners” on p. 19.)
- ▶ **Cleaning gloves** to protect your skin

tips

- ▶ **Keep products** in their **original labeled containers**. If you make your own solution, write the contents on the bottle.
- ▶ **Read labels** and **follow directions**.
- ▶ **Keep containers closed** when not in use.
- ▶ **Open windows** and/or use a fan to get fresh air.
- ▶ Spray product **on sponge** rather than around the area to be cleaned.
- ▶ Don't mix different cleaning products.
NEVER MIX bleach and ammonia!
The fumes can be deadly!



Simple recipes for safer cleaners

These cleaners work well and are simple to make from items found at the grocery store. **Important:** If you store them, label them!

General cleaners

- ▶ Mix 7 drops of **dish soap** in a standard size (24 oz.) spray bottle and fill with water. Cleans counters, floors, and walls.
- ▶ Mix **baking soda** with warm water. Cleans tubs, tiles, showers, and toilet bowls.

Floor cleaners

- ▶ Add ½ cup **white vinegar** to ½ gallon water. No need to rinse. Cleans linoleum and tile.

Glass cleaner

- ▶ Mix 1/2 **white vinegar** with 1/2 water. Rub windows with newspaper.

continues

Simple Recipes *continued*

Drain cleaner

- ▶ Pour ½ cup of **baking soda** down the drain, then ½ cup **white vinegar**. Let sit for 15 minutes, and then pour a pot of boiling water down the drain.

Furniture cleaner and polish

- ▶ Mix 1 part **lemon juice** with 2 parts **olive or mineral oil**. Use with a spray bottle and sponge or cloth.

Oven cleaner

(Do not use on self-cleaning ovens)

- ▶ Mix 1 cup **baking soda** with water to make a paste. Apply to oven surfaces and let stand. Scrub with a scouring pad.

“We make a list at the beginning of the month to buy any necessary supplies to keep the house clean. We create the list together, and sometimes she suggests a substitute for something that bothers her. Then I buy what’s on the list without hesitation.”

Elsa, Oakland consumer



talk it over

You could say: “This cleaning product can affect our breathing and irritate our eyes, but I can make another cleaner that is safer and works just as well.”



find help

- ▶ **Grocery, drug, and hardware stores** may carry cleaning gloves and safer cleaning products.
- ▶ For a poison emergency, call the **Poison Control Center** 1-800-222-1222



to do list

Supplies needed:

- Cleaning gloves
- Less harmful cleaning products
- Other:

New ways to do the tasks:

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People or places we will contact for help, tools, or information:

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3

Doing laundry for the consumer

don't



watch out for

Exposure to infectious diseases from laundry soiled with body fluids • Aches and pains from lifting, carrying, and loading or unloading laundry

do

Keep line of sight clear. ▶

Reduce large loads into smaller loads. ▶



tools

Use these things to make this work safer:

- ▶ **Pillowcases** or laundry bags to carry small loads
- ▶ **Carts** to transport heavy loads
- ▶ **Disposable gloves** to protect your skin if blood or body fluids may be present
- ▶ **Heavy-duty plastic bags** for carrying soiled laundry to protect your skin from contact with blood or body fluids



“When I got a cart the worker could use it for both laundry and groceries.”

Natalia, Oakland consumer

tips

- ▶ Handle laundry soiled with blood or body fluids carefully. **Follow “Universal Precautions”** on p. 41.
- ▶ **Tie laundry bags shut** and make sure they don’t leak.
- ▶ **Keep your back as straight** as possible when unloading items from a washer or dryer.
- ▶ **Don’t** let the load you’re carrying **block your line of sight**. You could trip or fall.
- ▶ **Divide big loads** into smaller ones to make them lighter and easier to carry.



talk it over

You could say: “It’s hard on my back to carry such a big laundry basket. Could we try to find a cart for me to use?”

find help

- ▶ **Hardware and discount stores** sell plastic bags, gloves, aprons, and carts.

to do list

Supplies needed:

- Smaller laundry bags Carts Disposable gloves
- Heavy duty plastic bags Other:

New ways to do the tasks:

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People or places we will contact for help, tools, or information:

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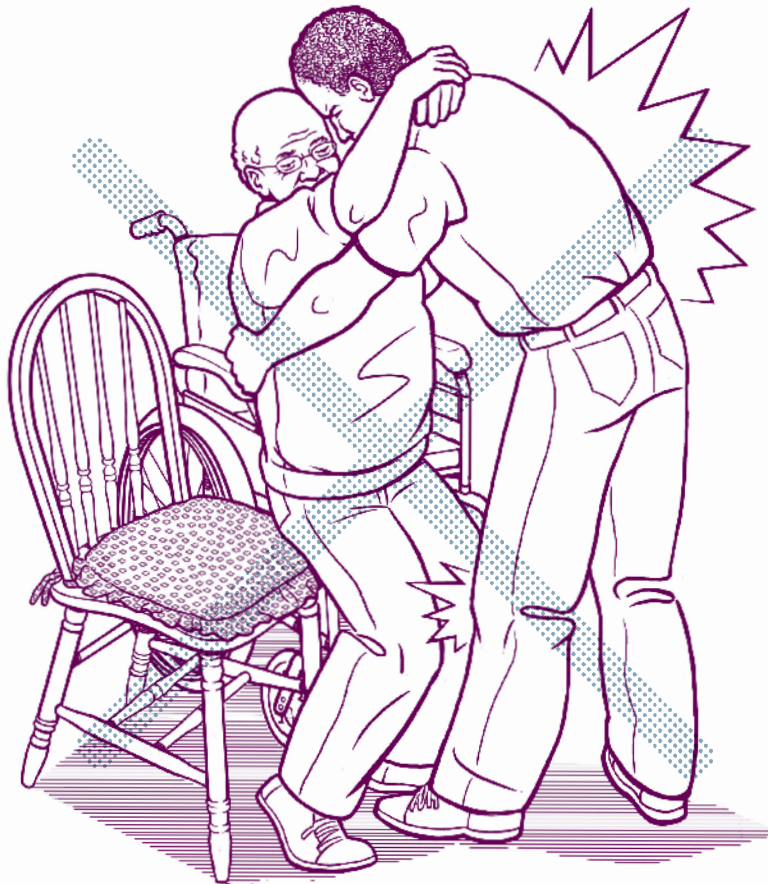
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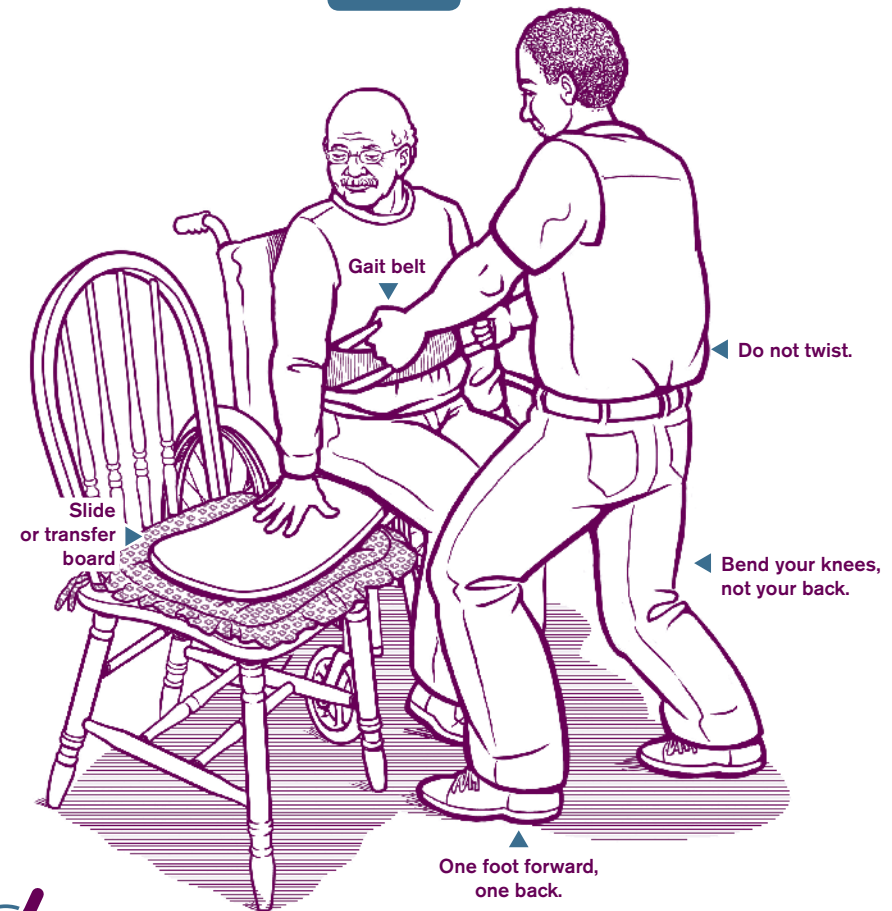
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Helping the consumer move from place to place

don't



do



✓ **tools**

Use these things to make this work safer:

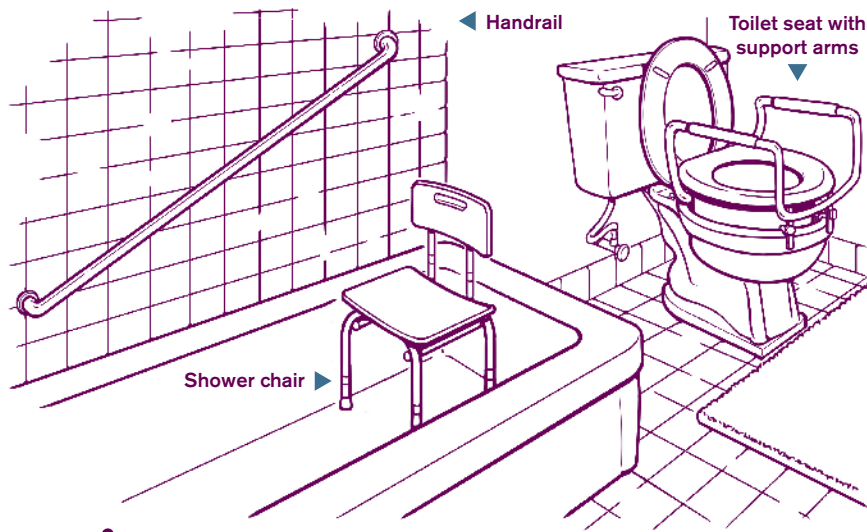
- ▶ A **gait belt** buckled around the consumer's waist is a simple, low-cost way to help with transfers and keep workers from straining their backs.
- ▶ A **slide or transfer board** to help the consumer move between two locations such as a wheelchair and bed, wheelchair and toilet, etc.

continues



watch out for

Back and shoulder injuries • General aches and pains



✓ **tools** *continued*

Use these things to make this work safer:

- ▶ A **Hoyer lift**, a portable electric device that helps you lift and transfer the consumer
- ▶ **Handrails**, grab bars, or vertical poles installed to help the consumer sit, rise, and stay upright
- ▶ **Shower chairs** that let the consumer bathe more safely
- ▶ Raised, lockable **toilet seats with support arms** to make bathroom visits easier and safer

"I ask family members or former caregivers to come talk to a new caregiver. They can show what is safe and what is not."

Mark, Oakland consumer



✓ **tips**

- ▶ Use **safe lifting practices**.
 - ▶ Don't try anything you think might be unsafe. If needed, **get help** from another person.
 - ▶ Keep the consumer **close to your body** while you are assisting.
 - ▶ **Bend your knees**, not your back while moving him/her. Do not twist at the waist. Try to turn your whole body.
 - ▶ Have the consumer put his/her **arms around your body**, NOT your neck.
 - ▶ **Do not pull** with your arms or your back.
- Give yourself a strong base of support:**
- ▶ **Keep your feet** at least as **wide apart** as your shoulders.
 - ▶ **Put one foot forward**, the other back.



talk it over

You could say: “How are you usually transferred? Tell me if there are special precautions I should know. Can we work together to make it safe for my back?”

When the consumer uses a wheelchair

- ▶ **Push**, don't pull the wheelchair – it's easier on your back.
- ▶ Before helping with a transfer, remove or fold back the leg rests and make sure the **brakes on both sides are locked**.
- ▶ If the wheelchair is motorized, make sure the chair's **power is turned off** before the transfer so it doesn't accidentally move and lead to an injury.

“At first, I didn't know how to help my client in and out of bed, but my sister, who's also a homecare worker, suggested ways to do it safely. This made things much better. I had been going to a chiropractor a lot but I didn't need to after I made a few changes.”

Christine, Hayward homecare worker

If you're concerned that the consumer might fall

- ▶ **Have a plan** in mind, including a number to call for help.
- ▶ If the consumer starts to fall, minimize the possibility of injury to both of you by **controlling the fall** – guiding him/her slowly to the floor.
- ▶ After making sure that the consumer is not injured, assist him/her to rise or **get help** to lift him.

- ▶ **If there's ANY POSSIBILITY the consumer has been injured, DO NOT MOVE HIM/HER – CALL 911.**



Use a chair to help someone get up.



find help

equipment

- ▶ Call **Eden I & R's** referral line at 211.
- ▶ Consumers can ask their **doctors** about getting a wheelchair, walker, cane, or other device to help them move around. Doctors can write prescriptions for these devices, sometimes called “durable medical equipment.”
- ▶ The **Center for Independent Living** in Berkeley, 510-841-4776
- ▶ **Community Resources for Independent Living** in Hayward, 510-881-5743
- ▶ Products and equipment may be available from **Home CARES Equipment Recyclers**, 510-251-2273.

training

- ▶ Local **adult schools** or **community colleges** provide Certified Nursing Assistant or Homecare Worker classes that cover lifting, transfers, and other procedures.
- ▶ The **Public Authority for In-Home Supportive Services (PA for IHSS)** in Alameda County, 510-577-3554
- ▶ **Service Employees International Union – United Long Term Care Workers (SEIU-ULTCWU)**, 1-888-373-3018
- ▶ If the consumer bought equipment from a **medical equipment supply company**, the company can show you how to use it.

For more, see the Resources Section.



to do list

Supplies needed:

- Gait belt Slide or transfer board Hoyer lift
- Handrails, grab bars, or vertical posts Shower chair
- Raised, lockable toilet seats with support arms
- Other:

New ways to do the tasks:

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People or places we will contact for help, tools, or information:

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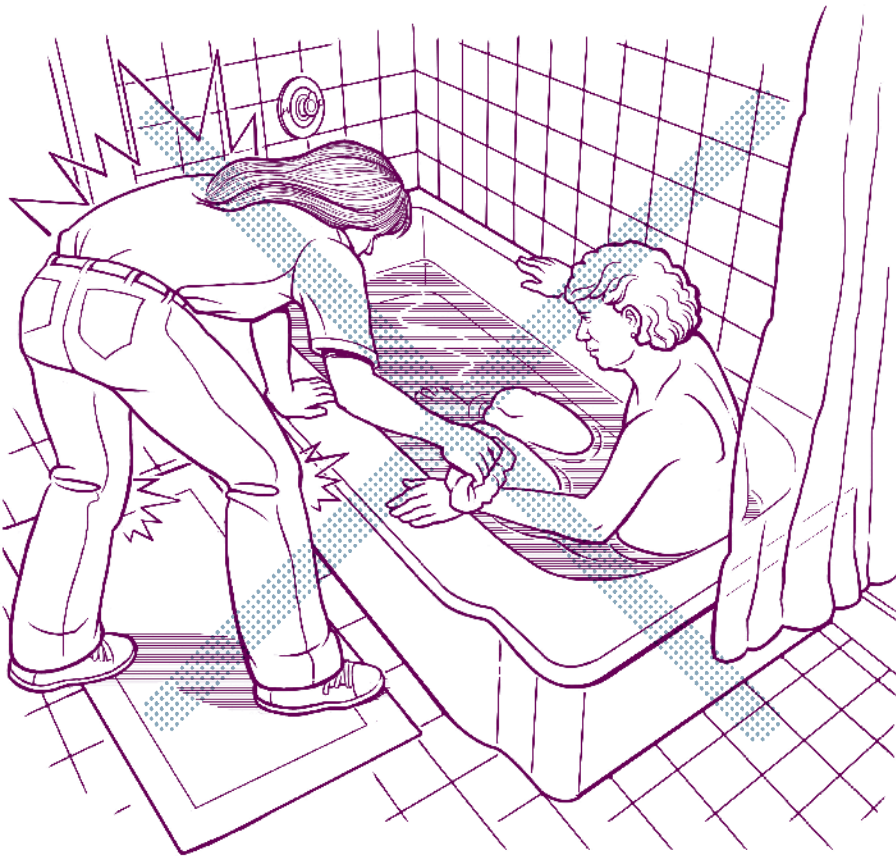
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Helping the consumer take a bath or shower

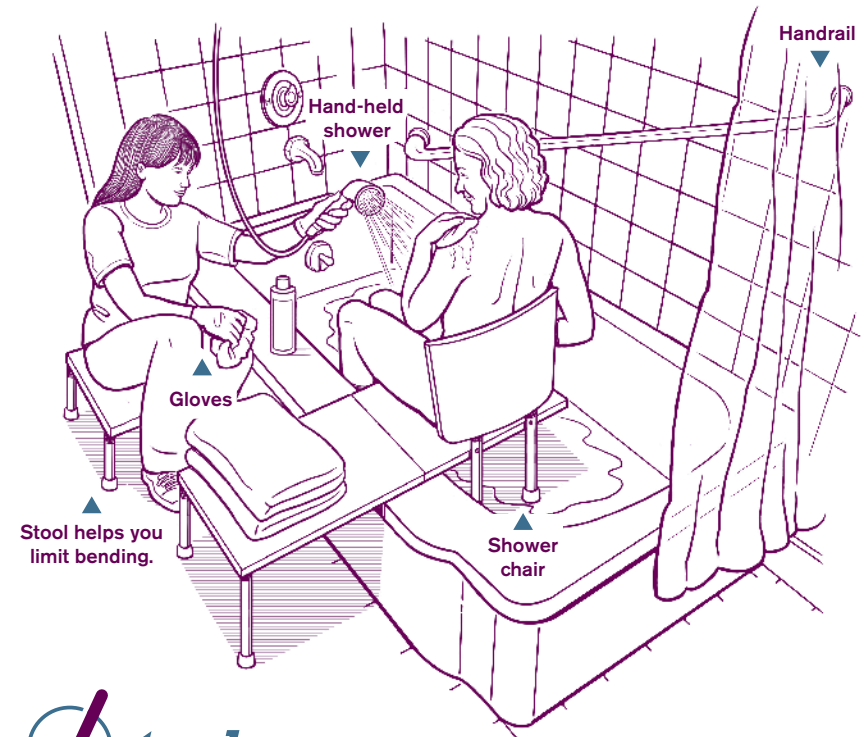
don't



! watch out for

Muscle strains and sprains from lifting, transferring, and reaching • Exposure to infectious diseases

do



✓ tools

Use these things to make this work safer:

- ▶ **Handrails** installed for the consumer to use
- ▶ A **stool** to sit on to keep you from reaching or bending too much
- ▶ A **shower chair** to help the consumer bathe with less assistance
- ▶ **Disposable gloves** should be worn any time there is a chance of contact with blood or body fluids. (See p. 41 for “Universal Precautions.”)
- ▶ A **hand-held shower** or shower hose to make bathing easier

continues

tools *continued*

Use these things to make this work safer:

- ▶ A **long-handled bath brush** to limit reaching
- ▶ Folded towels or bath mats to **protect your knees** if you're kneeling
- ▶ A **non-slip mat** or tub strips to prevent falls or slips

"I tell clients who live in apartments or senior housing to ask the building manager to install grab rails and removable shower heads."

Helen, Oakland homecare worker

tips

- ▶ **Keep** all your **supplies** (shampoos, soaps, etc.) **nearby** so you don't have to reach as much.

"I thought I might not like the feel of gloves against my skin, but I don't mind it and it helps protect my worker's hands."

Gabriel, Berkeley consumer



talk it over

You could say: "I've heard from other people that they ask their doctor for a prescription to get a shower chair. They say the chair makes taking baths much easier."

find help

- ▶ For information on where to find medical equipment, call **Eden I & R's** information referral line, 211.
- ▶ Products and equipment may be available from **Home CARES Equipment Recyclers**, 510-251-2273.
- ▶ **Medical equipment supply companies** may accept a prescription from a doctor for shower chairs.
- ▶ Local **drug stores and discount stores** sell products that help in bathing and showering.

For more, see the Resources Section.



to do list

Supplies needed:

- Non-slip mat or tub strips Handrails Stool
- Long-handled bath brush Shower chair
- Disposable gloves Hand-held shower or shower hose
- Other:

New ways to do the tasks:

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People or places we will contact for help, tools, or information:

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6

Handling needles and sharps

don't



watch out for

Contact with blood and body fluid. They can be infected with disease. Diseases carried in blood include **HIV**, the virus that causes **AIDS**, and **Hepatitis B & C**, incurable liver diseases.

do



Sharps container

Disposable gloves

You are at risk for HIV/AIDS, hepatitis, and other diseases if you:

- ▶ Are **stuck by a needle or “sharp”** (an object that can pierce your skin) that has infected blood on it. It could be a needle that you are using for an injection or a diabetes stick, a discarded needle that accidentally sticks you when you are cleaning up trash, a razor, or a piece of broken glass.
- ▶ Are **splashed in the eyes** with infected blood
- ▶ **Touch infected blood** when you have a cut, open sore, or broken skin

Consumers may also be at risk of getting an infectious disease from homecare workers.

✓ tools

Use these things to make this work safer:

- ▶ Disposable **gloves**
- ▶ A **sharps container** for throwing away used needles or other sharps



"I tell consumers that I'm keeping us both safe by wearing gloves and following the guidelines."

Dolores, Dublin homecare worker

✓ tips

- ▶ If you get a needle stick or a cut from a sharp, **wash the area** with soap and water. If the contact is with your nose, mouth, or skin, **flush with water**. If it is with your eyes, **rinse them** with clean water or salt water. **Contact your doctor** and **call In-Home Supportive Services Payroll**, 510-577-1877, to make a workers' compensation claim (in Alameda County). For more information about workers' compensation, see Tip 11.

"I provide gloves, even masks, and clean towels, and I want the homecare worker to use them. If they're coughing or something else, I would like them to put on a filter mask."

Dianne, Oakland consumer

Universal Precautions

You can't tell if people are infected with HIV or Hepatitis B just by looking at them. Using "**Universal Precautions**" means protecting yourself as if all blood and body fluids could be infected. Use Universal Precautions whenever there is a chance of contact with blood or body fluids, including during tasks such as bathing, wound care, laundry, and toileting.

- 1. Wear disposable gloves** every time you may be in contact with blood or body fluids. Ask the consumer about skin allergies to specific products. Use special gloves if either of you is allergic to latex or vinyl.
 - ▶ Make sure the **gloves fit**. Replace them if they get torn or damaged.
 - ▶ **Use new gloves** for each new consumer and each new task. **NEVER re-use** disposable gloves. Throw away used gloves.
 - ▶ Wash your hands before you put on gloves and after you take them off. **NEVER touch your mouth or eyes** while wearing used gloves.
 - ▶ **Turn gloves inside out** when removing them. Put them in a plastic bag and tie the bag for disposal.
- 2. Wash your hands often.**
 - ▶ Wash with soap and running water at regular times during your work.
 - ▶ Remove any **blood or body waste** from your or the consumer's skin by washing with soap and running water.

continues

Universal Precautions *continued*

3. Handle sharps with extreme care.

- ▶ **Point sharps away from your body** and discard them immediately after use into a sharps container. Never put sharps in a regular recycling bin or trash can.
- ▶ **Never reach into a trash bag!** It could contain needles or other sharps.
- ▶ **Never recap a needle or touch the point.**

4. **Cover cuts, sores, or breaks** in your skin and the consumer's skin with bandages, unless the doctor says otherwise.

5. **Use bleach** to carefully clean household surfaces that may have blood or body fluids on them. Mix one part bleach to 10 parts water. Make this solution fresh each day—and label it.



6. **Get a vaccination** to protect you from Hepatitis B (See find help section, below).



talk it over

You could say: “I always use gloves when I help consumers take their blood sugar test (or another task that could expose you to infection.) As homecare workers, we have to be very careful to protect ourselves from serious problems.”



find help

- ▶ Disposable gloves are available at **grocery stores, drugstores, and medical supply stores.**
- ▶ Check with your **doctor** or **clinic** about getting a Hepatitis B vaccination.

- ▶ Call **Eden I & R's** information referral line at 211 to find out about Hepatitis B and flu vaccinations.
- ▶ If you are an **Alameda Alliance for Health** member, check with your assigned doctor or clinic for vaccines (Hepatitis B, flu, etc.) and other exams and screenings.
- ▶ To get a sharps container, contact your **medical provider, drugstore, or medical supply store.**
- ▶ To find out where to drop off your sharps container, contact **Alameda County Household Hazardous Waste, 800-606-6606.**

For more, see the Resources Section.



to do list

Supplies needed:

- Disposable gloves
- Sharps container
- Bandages
- Bleach
- Other:

New ways to do the tasks:

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People or places we will contact for help, tools, or information:

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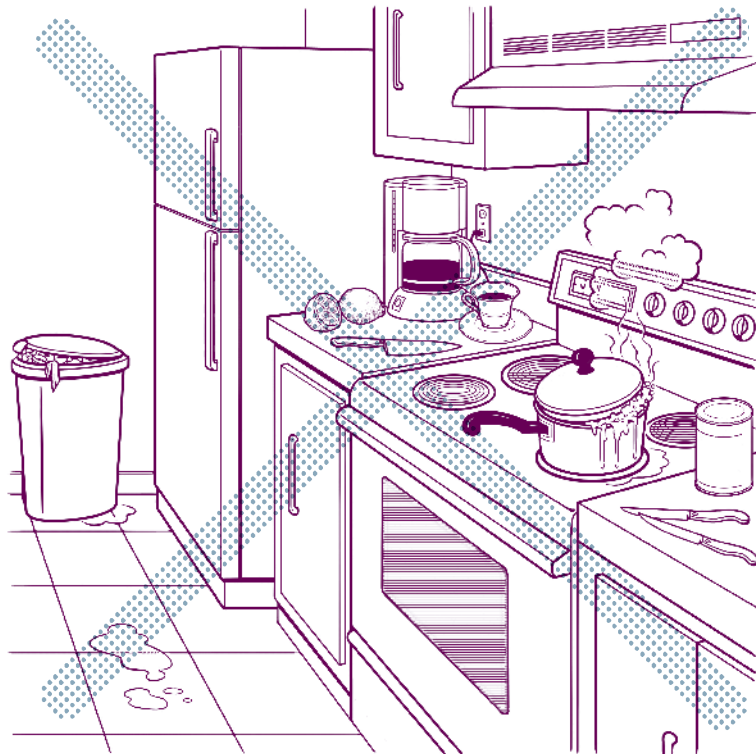
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7

Cooking and shopping for the consumer

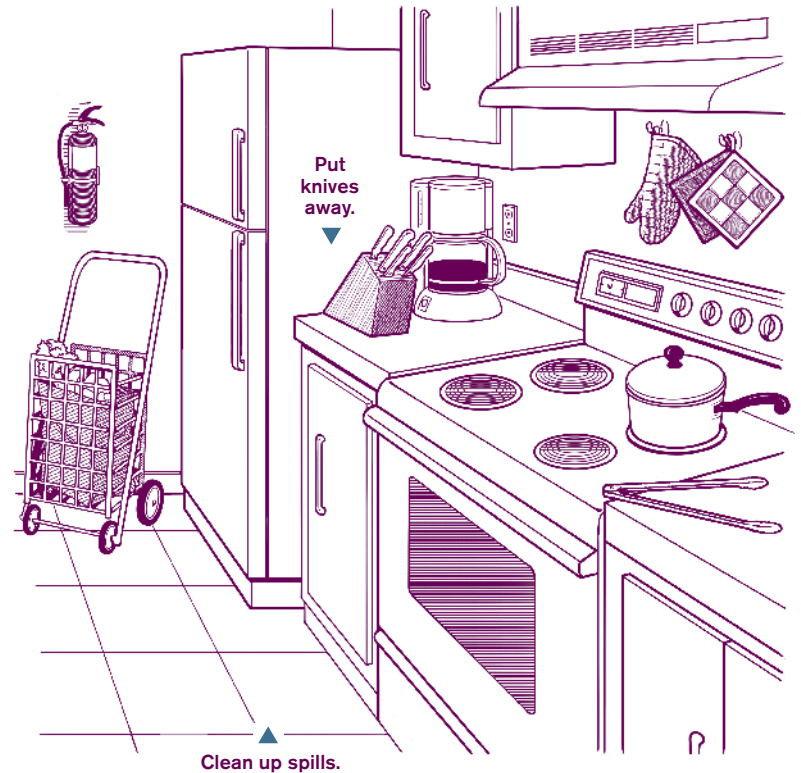
don't



watch out for

Burns • Fires • Cuts from knives • Muscle strains and sprains from reaching and lifting • Slips and falls from spills

do



tools

Use these things to make the tasks safer:

- ▶ **Potholders, gloves, or mitts** when handling food on the stove or in the oven
- ▶ **Stepstools** to reach items overhead
- ▶ **Carts** to carry groceries or other heavy items
- ▶ **Tongs** to lower food into boiling water
- ▶ **Fire extinguishers** labeled as B, B-C, or A-B-C for flammable liquids



Knives:

- ▶ **Store knives** safely.
- ▶ If you are interrupted while cutting something, lay the **knife down** in a **flat, safe space**.
- ▶ Let a falling knife fall. **Never try to catch a falling knife.**

Stoves:

- ▶ Set pot **handles away from burners**.
- ▶ **Lift pot covers slowly**, away from your face, to protect yourself from steam.
- ▶ **Never leave hot oil or grease unattended.**
- ▶ **Don't leave the room** while a burner is on. Fires can start when the liquid evaporates or food gets too hot.
- ▶ **NEVER pour water on a cooking fire!** Use a fire extinguisher that is rated for flammable liquids or put a lid on the pan and turn off the heat. Don't take the lid off until the pan is completely cooled.
- ▶ If there's a **fire in the oven**, turn off the oven, keep the oven door closed and phone 911 for help.

Shopping:

- ▶ Limit the amount you carry by hand. **Use a cart** if possible.
- ▶ Follow **safe lifting and carrying** guidelines.
 - **Keep your back as straight** as possible and use your legs while lifting.
 - Make sure **bags are light** and easy to carry.

Storing and moving items:

- ▶ Store **heavy** and frequently used **items at waist height**, if possible, to **reduce reaching and bending**.
- ▶ **Move heavy items one at a time.**



“When my homecare worker used to buy groceries for me, she would carry the groceries to my house from the market. Now when we shop, I borrow a cart from my neighbor. This makes it easier for her – she no longer has to carry heavy grocery bags to my house.”

Ling, Oakland consumer



talk it over

You could say: “If we move these items to a lower shelf, I won’t have to reach so high. Do you mind if I do that to protect my back?”



find help

► You can buy potholders, cooking gloves or mitts, stepstools, grocery carts and tongs at most **hardware** and **discount stores**.



to do list

Supplies needed:

- Potholders, gloves or mitts
- Stepstools
- Carts
- Tongs
- Fire extinguishers labeled B, B-C, or A-B-C
- Other:

New ways to do the tasks:

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People or places we will contact for help, tools, or information:

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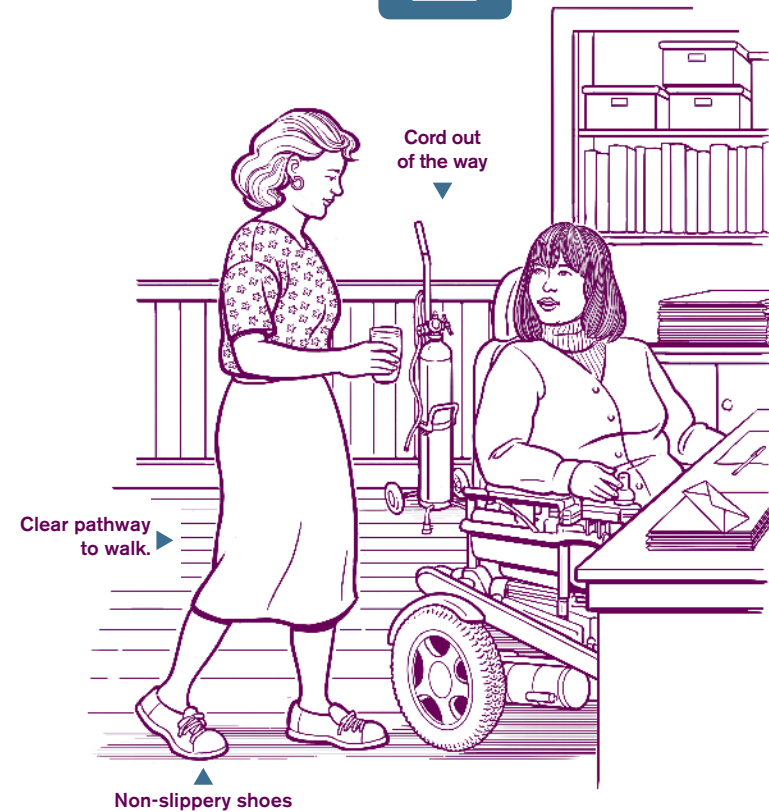
8

Preventing trips and falls

don't



do



watch out for

Bruises and sprains • Broken bones

tools

Use these things to make the tasks safer:

- ▶ Shoes with **non-slip soles**
- ▶ **Carpet fasteners** or double-sided carpet tape to help keep rugs in place
- ▶ **Adequate lighting** throughout the home, including walkways, stairs, and outdoor areas. Make sure all light bulbs are working.
- ▶ Keep **flashlights** on hand in case of power outages.

tips

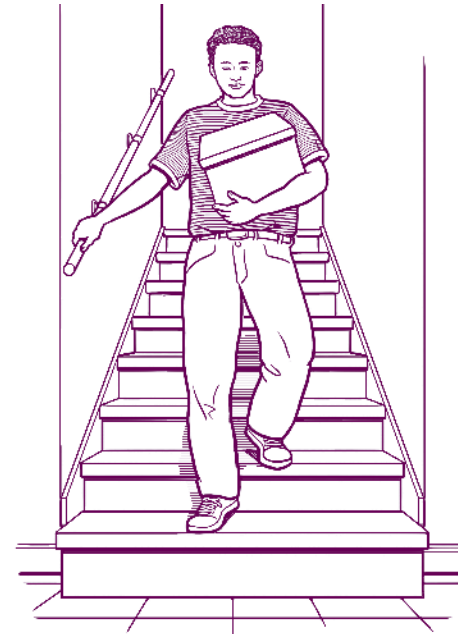
- ▶ **Use non-skid wax** on floors or no wax at all.
- ▶ **Clear walkways and stairs** of obstacles and tripping hazards like boxes, papers, and other items.
- ▶ **Move or remove items that might cause falls**, such as
 - Phone cords and electric extension cords
 - Curled or wrinkled rugs, mats, or carpets
 - Oxygen tubing
- ▶ Keep a mop and towels on hand to **clean up spills quickly**. (Remember that dry spills, such as flour, sugar, and coffee grounds can also lead to falls.)
- ▶ **Sweep** or vacuum the floor regularly.
- ▶ **Never leave drawers open on dressers**, file cabinets, etc.

Of special concern:

When working with consumers who have vision or memory disabilities, make sure to request permission to move belongings, even if they are in an unsafe location.

tips *continued*

- ▶ On stairs, **use railings and take your time**. Make sure your vision is not blocked by anything you carry.



- ▶ **Do not place throw rugs** at the top or bottom of stairs.



talk it over

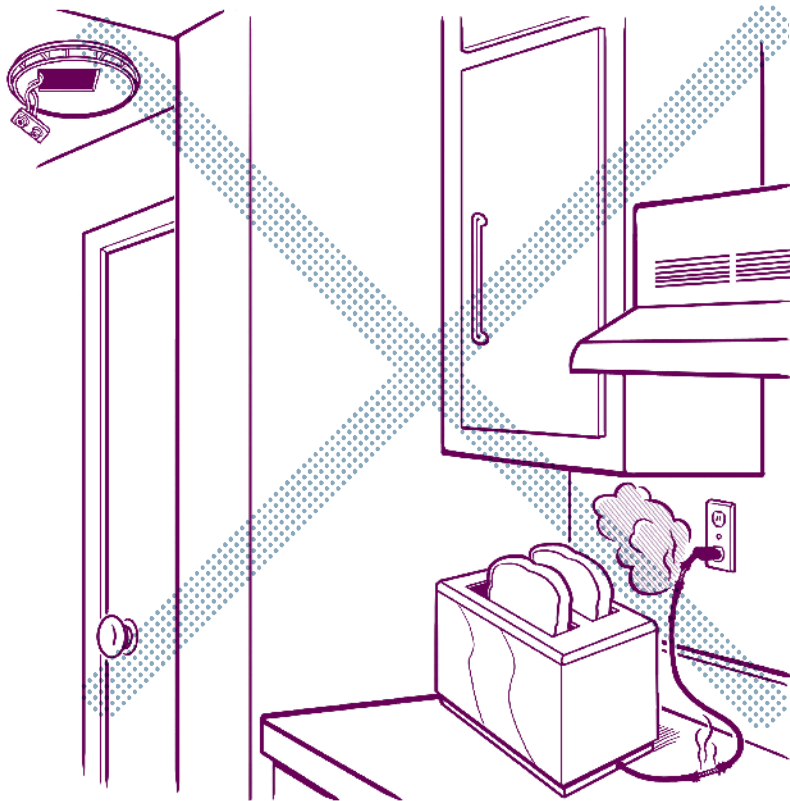
Be sensitive to the fact that the consumer may not want the house and its contents rearranged.

You could say: “I know you might not like having your things moved, but we need clear pathways so neither of us will get hurt. What could we do to make this area safer?”

9

Fire and electrical safety

don't

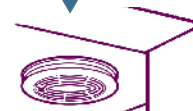


watch out for

Electric Shocks • Burns

do

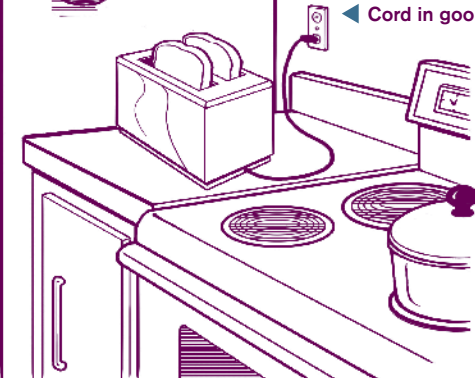
Smoke alarm
with new batteries



Fire
extinguisher



← Cord in good shape



tools

Have these things available or installed to make the job safer:

- ▶ **Smoke alarms on each floor** (Check batteries at least once a year.)
- ▶ **Fire extinguisher** – Know where it is and make sure it has been serviced regularly. Get training on how to use it. If there is no extinguisher, ask the apartment manager about it, if appropriate.

"We live in the Bay Area! It's really important we plan together in case we have to evacuate. I've made sure we both have emergency contact numbers to call in case anything should happen."

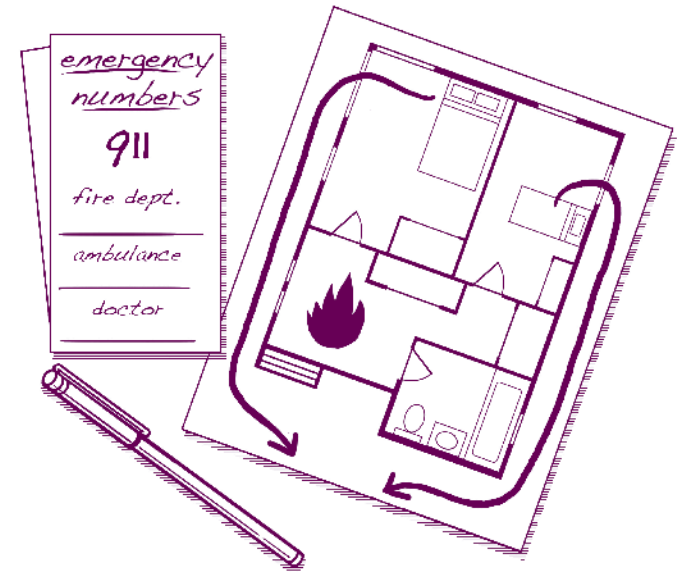
Patricia, Hayward consumer



tips

General fire safety:

- ▶ **Plan and practice evacuation** in case of a fire. Know where the exits (including windows) are.
- ▶ **Write down emergency numbers** – In case of emergency dial 911 to reach the fire department, police or emergency medical services.
- ▶ **Don't use water to put out a cooking fire.** Use an extinguisher or smother the fire instead.
- ▶ Make sure that the **stove is turned off** when not in use.
- ▶ **Place space heaters away from pathways** so they are not likely to be knocked down. Also keep them away from fabric, clothing, etc.
- ▶ **Remove lint from the dryer** before doing another load. It could catch fire.

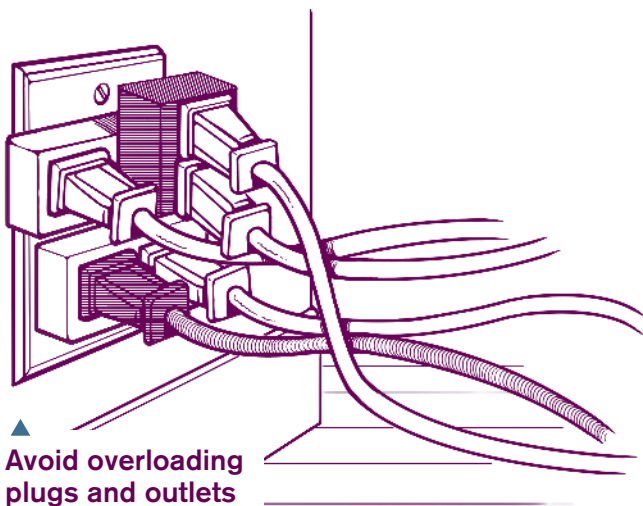


Cigarette smoking is the most frequent cause of fires in the home.

- ▶ Make sure **lit cigarettes are never near flammable items** such as oxygen tanks, paper, drapes, etc.
- ▶ If the consumer smokes and takes medication that causes drowsiness or forgetfulness, **pay extra attention** to prevent a fire.
- ▶ **Put water on cigarettes** before throwing them in the trash.
- ▶ Advise the consumer **not to smoke in bed**. Make sure that ashtrays are located away from mattresses and bedding.

Oxygen

- ▶ **Keep all flames away from oxygen equipment** – including lit cigarettes, candles, matches, and stoves.
- ▶ **Store oxygen tanks in well-ventilated areas**, not closets or other small spaces.



Electrical safety

- ▶ **Avoid** putting too much of a load on extension cords. (Check the rating tag on the cord.)
- ▶ Have **missing outlet covers** and frayed cords **replaced**.
- ▶ Check that **appliances** like lamps, hair dryers, coffee makers, mixers, microwaves, and toaster ovens are **in good condition** with intact cords and plugs.

Electrical safety *continued*

- ▶ If you get even a small shock from an appliance, **stop using it immediately** until it's fixed.
- ▶ **Never use** a hair dryer, radio, TV, or other **electric appliance near water**.
- ▶ A light switch or electric outlet hot to the touch can indicate **unsafe wiring – get help!**
- ▶ Do not place **electrical cords under rugs** or carpets.



talk it over

You could say: “Smoke alarms and fire extinguishers will make your home safer and help protect us both. What can I do to help you get them?”

find help

- ▶ Many **hardware, home supply, or general merchandise stores** carry smoke alarms. Call your **local fire department** (on a nonemergency telephone number) for suggestions. Some fire departments may also provide seniors and low income individuals with smoke detectors and help install them.
- ▶ If the consumer lives in an apartment building or senior residence, **ask the building manager** for a smoke alarm.
- ▶ Most **local hardware stores** sell fire extinguishers. Get an all-purpose type (called ABC dry chemical 10 lb. extinguisher).

"I sit down with the consumer at the first visit and we go through numbers to call, including doctors and family, how to get out in case of fire or other emergency."

Jackie, Oakland homecare worker

to do list

Supplies needed:

- Smoke alarms Fire extinguisher
- Other:

New ways to do the tasks:

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People or places we will contact for help, tools, or information:

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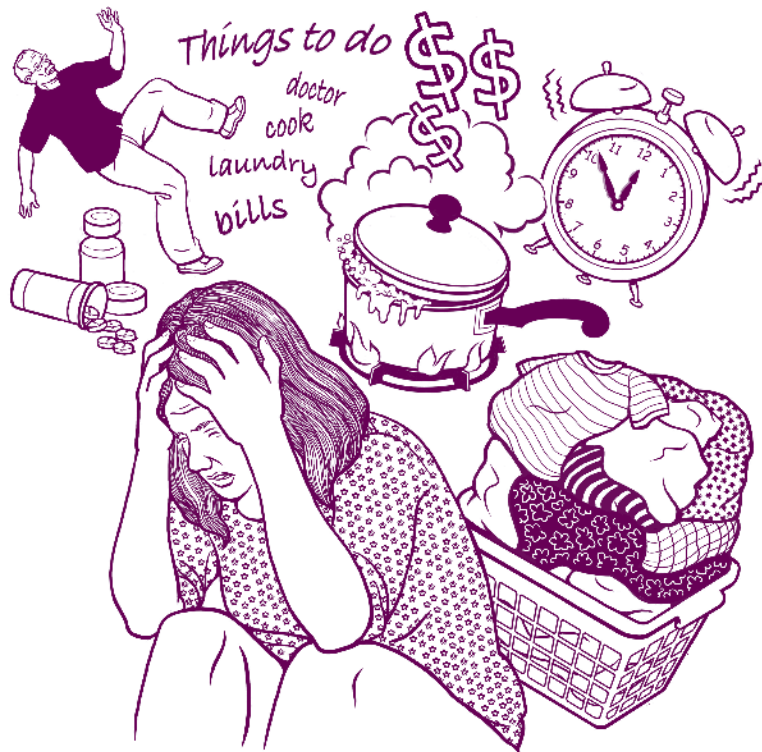
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Dealing with stress from the job



watch out for

Stress occurs when your mind and body are overloaded with pressure and worry. This overload is not good for your health, especially if it continues over a long period of time.

Some causes of job stress for homecare workers are:

- ▶ Concern about the well-being of the consumer
- ▶ Long hours
- ▶ Pressure to do tasks quickly or too many tasks at once
- ▶ Fears about losing your job
- ▶ Poor communication between you and the consumer
- ▶ Job tasks that you believe are hazardous or conditions in the consumer's home that you believe are unsafe

Too much stress on the job can make you:

- ▶ Feel sad and depressed
- ▶ Cry more often than usual
- ▶ Have low energy
- ▶ Not want to do things you used to enjoy
- ▶ Have sleeping problems
- ▶ Have changes in your appetite
- ▶ Become sick more often
- ▶ Increase use of alcohol, tobacco, or drugs
- ▶ Feel angry at the consumer or other people
- ▶ Think about hurting yourself or others





It's hard work caring for another person. **Take care of yourself!** If you don't, you won't be much help to anyone else. Here are some ways to deal with stress on the job:

- ▶ **Make a list** of what is causing your stress at work. Are there ways to reduce these problems?
- ▶ Start by **selecting one or two issues** to work on so you don't feel overwhelmed.
- ▶ **Talk to friends**, family members, or other homecare workers.
- ▶ **Call an agency** or program for help. (See find help section, on pg. 68)
- ▶ If appropriate, **talk to the consumer** about the problem(s). You might invite a person who is supportive of you and the consumer to be present. Come prepared with ideas for possible solutions.

▶ While you're trying to work out problems on the job, **follow healthy living suggestions**, such as:

- Exercising
- Eating well
- Talking to a friend or counselor
- Getting enough sleep
- Keeping up-to-date on vaccinations such as flu shots
- Trying to avoid alcohol and drugs





find help

- ▶ For questions about or problems with your paycheck, call **In-Home Supportive Services (IHSS) Payroll**, 510-577-1877.
- ▶ If you are unsure about your health benefits, need more work or want training, call the **Public Authority**, 510-577-3552.
- ▶ For questions that the union can help with, such as finding meetings in your area, getting training, and joining the fight to protect homecare services, call **SEIU-ULTCW**, 1-888-373-3018.
- ▶ If you found your homecare job through the Public Authority Registry, call your **Registry Coordinator** for ideas and assistance, 510-577-5694.
- ▶ If there is abuse in the home, or if someone is abusing the consumer, call **Adult Protective Services**, 510-577-3500.
- ▶ To find out about stress management counseling, call your **health plan, HMO, or MediCal provider**.
- ▶ For information on other sources of counseling for homecare workers, call:
 - **Family Caregiver Alliance**, 415-434-3388, which offers free or low cost services and resources for all Bay Area residents

- **Crisis Support Services** of Alameda County, 800-309-2131, which offers support to people of all ages and backgrounds during times of crisis
- **Information and Assistance**, 211 (Eden Information and Referral), or 1-800-510-2020 (Alameda County Adult and Aging Services) to find agencies and programs that might help.



to do list

New ways to handle stress:

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People or places we will contact for help, tools, or information:

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Getting help for a work injury through Workers' Compensation



Did you know:

If you're injured on the job, you can get **Workers' Compensation** that can cover your medical care and some paid time off to recover, if needed.

How do work-related injuries occur?

- ▶ Through a **single event**, such as falling and hurting your back or getting burned while cooking for the consumer
- ▶ Through **repeated activity or contact**, such as back strain from daily assisting with transfers, asthma from repeated exposure to animals or dust, or a skin rash from working with chemicals

What benefits can you receive if you are injured on the job?

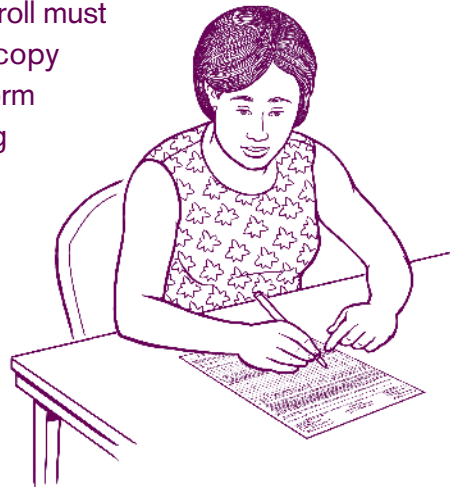
- ▶ **Medical care** to help you recover from an injury or illness caused by work
- ▶ **Temporary disability benefits** – payments if you lose wages because your injury prevents you from doing your usual job while you are recovering. To be eligible, you must be unable to do your usual job for more than three days or be hospitalized overnight. Temporary disability benefits are generally 2/3 of your salary.
- ▶ **Permanent disability benefits** – if you don't recover completely
- ▶ **Vocational Rehabilitation vouchers** (available to some injured workers) – limited resources for retraining or skill enhancement
- ▶ **Death benefits** – payments to your spouse, children, or other dependents if you die from a job injury or illness



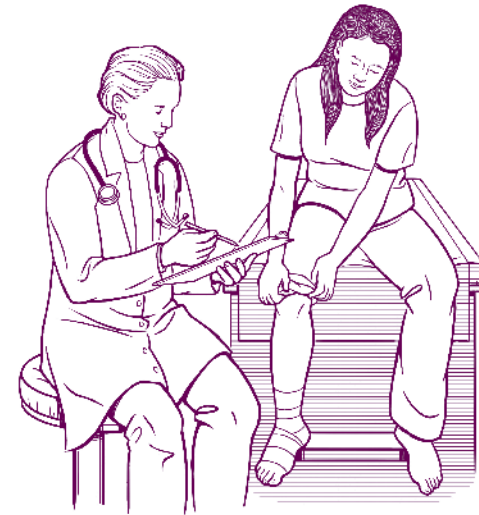
tips

What to do if you have a job injury

- 1) Get emergency treatment** if needed. If it's a medical emergency, call 911 or go to an emergency room right away!
- 2) Report the injury** promptly to In-Home Supportive Service (IHSS) Payroll, 510-577-1877. Report within 30 days of the injury or you could lose your right to benefits.
- 3) File a claim form.** IHSS Payroll must give you or mail you the claim form within one working day after you report your injury or illness. Read, fill out the "employee" portion, and sign the claim form. Return the form to Payroll right away.
- 4) IHSS Payroll** must fill out and mail the completed form to a Workers' Compensation claims administrator, the State Compensation Insurance Fund (SCIF). Call SCIF (951-697-7300) within one week of filing your claim with IHSS Payroll to make sure that it was received. IHSS Payroll must give or mail you a copy of the completed form within one working day after you filed it. Keep this copy.



- 5) SCIF must decide** within a reasonable time whether to accept or deny your claim. If you receive a letter saying the claim is denied, you have the right to challenge the decision. If you don't receive a letter denying your claim within 90 days of reporting the injury, your claim is considered accepted in most cases.



- 6) Get good medical care.** Within one working day after you file a claim form, SCIF is required to authorize medical treatment for up to \$10,000 while your claim is being investigated.

Who can treat you?

- ▶ If you have **Alliance Group Care or the SEIU Trust**, those healthcare professionals will treat you for an on-the-job injury.
- ▶ If you have other insurance, **your medical provider** should treat you, even while the claim is pending. Your health insurer will seek reimbursement from SCIF later if your injury is covered by workers' compensation.
- ▶ **Call SCIF**, 951-697-7300, for a medical referral.



find help

Learn your rights in workers' compensation cases. Don't be afraid to ask questions and speak up. See whether In-Home Supportive Service (IHSS) or the claims administrator can agree to resolve the problem. If this doesn't work, don't delay getting help.

- ▶ **IHSS Payroll** in Alameda County – to first report your injury: 510-577-1877
- ▶ **State Compensation Insurance Fund (SCIF)** – for information on your claim: 951-697-7300
- ▶ **SEIU-ULTCW** – for union representation: 1-888-373-3018
- ▶ Contact a **State Information & Assistance (I&A)** officer who can answer questions and help injured workers. This person may provide information and forms and help resolve problems. Some I&A officers hold workshops for injured workers.

For more information, go to **www.dir.ca.gov/dw**. To contact a local office, check the Government Pages at the front of the phone book under "State Government Offices/Industrial Relations/Workers' Compensation." The Oakland I & A office can be reached at 510-622-2861.



Resources

Information and Referral

Alameda County Adult and Aging Services Information and Referral

1-800-510-2020

6955 Foothill Blvd., 3rd floor, Oakland, CA 94605
www.alamedasocialservices.org. In search box type: "adult aging services"

Provides current information on resources available to seniors and their families, including listing for assistive devices, caregiver support groups, and other non-profit and public agency services.

Eden Information & Referral, Inc.

510-537-2710

570 B Street, Hayward, CA 94541
www.edenir.org/
info@edenir.org

Provides 211, a free, accessible, 3-digit telephone number that enables all Alameda County residents easy access to customized multilingual health, housing, and human services information 24 hours a day, 7 days a week, and 365 days a year.

Information and Referral *continued*

Family Bridges, Inc.

510-839-2022

168 11th Street, Oakland, CA 94607

www.fambridges.org/index.html

info@fambridges.org

Provides information and referral, language assistance, and naturalization services; offers assistance in Cantonese and Mandarin as well as other languages upon request.

Labor Occupational Health Program (LOHP) University of California, Berkeley

510-642-5507

2223 Fulton Street, Berkeley, CA 94720

info@lohp.org

www.lohp.org/

Provides information on improving health and safety in the workplace.

Organizations Serving Homecare Workers

Service Employees International Union – Long Term Care Workers (SEIU-ULTCW)

1-888-373-3018

440 Grand Ave., Suite 250, Oakland, CA 94610

www.seiu-ultcw.org/

Provides training and opportunities to gather with other homecare workers, and can refer you to the Homecare Workers Training Center (see following page).

Homecare Workers Training Center

Class Hotline 866-888-1213

LVN Infoline 213-985-1687

www.homecareworkers.org

Mailing address:

3010 Wilshire Blvd. #105

Los Angeles, CA 90010

Provides classes throughout California in a broad range of topics, from dealing with dementia to CPR to beginning computers.

In-Home Supportive Services (IHSS) Payroll of Alameda County

510-577-1877

6955 Foothill Blvd., 3rd floor, Oakland, CA 94605

Manages IHSS homecare worker enrollment, processes IHSS payroll timesheets, deals with IHSS payment problems and submits worker's compensation claims.

Public Authority for In-Home Supportive Services (PA for IHSS) in Alameda County

510-577-3552

6955 Foothill Blvd., 3rd floor, Oakland, CA 94605

www.ac-pa4ihss.org

Provides training programs for homecare workers and consumers, registry services for assistance in connecting homecare workers to consumers, emergency replacement services, enrollment in homecare worker health benefits plan, and advocacy.

Mujeres Unidas y Activas – Oakland

510-261-3398

2647 International Blvd., Suite 701
Oakland, CA 94601
www.mujeresunidas.net

Provides job training and placement as home health care and childcare providers and housecleaners; training to negotiate contracts and build skills; and workers' rights campaigns that teach immigrant women to advocate for themselves.

Organizations Serving Consumers

In-Home Supportive Services (IHSS) of Alameda County

510-577-1900

6955 Foothill Blvd., 3rd floor, Oakland, CA 94605
www.alamedasocialservices.org

Pays for homecare workers to assist low-income seniors and people with disabilities in their homes. Consumers must apply and qualify in order to receive this public benefit.

Public Authority for In-Home Supportive Services (PA for IHSS) in Alameda County

510-577-3552

TTY: 510-577-3549

6955 Foothill Blvd., 3rd floor, Oakland, CA 94605
www.ac-pa4ihss.org/

Provides training programs for homecare workers and consumers, registry services for assistance in connecting homecare workers to consumers, emergency replacement services, enrollment in homecare worker health benefits plan, and advocacy.

Center for Independent Living (CIL)

510-841-4776

TTY: 510-848-3101

2539 Telegraph Avenue, Berkeley, CA 94704
www.cilberkeley.org/index.htm
info@cilberkeley.org

Provides advocacy, counseling, education, referrals, and assistive technology services on how to use assistive devices such as ramps, wheelchairs, TTYs, and computers.

Community Resources for Independent Living (CRIL)

510-881-5743

TTY: 510- 881-0218

439 A Street, Hayward, CA 94541
www.cril-online.org/
info@cril-online.org

CRIL provides advocacy, counseling, education, referrals, and assistive technology services. Recommends the most current technological devices, equipment, and resources to accommodate a wide spectrum of disabilities. CRIL also provides a base home accessibility and safety assessment.

Alameda County Health Care Services Agency Public Health Department Senior Injury Prevention Program (SIPP)

510-577-3535

SIPP Coordinator Hours: Monday-Friday, 7-5
6955 Foothill Blvd, Suite 300, Oakland, CA 94605
www.acgov.org/ems/ems_SIPP.htm (or Google "Senior Injury Prevention")

Hosts free fall-prevention and driving safety discussion groups, conducts older adult traffic safety and mobility trainings for service providers, and provides a fall prevention video that is available to senior centers, residential facilities, faith-based facilities, and other locations where older adults congregate.

Medical Supplies and Equipment

Alameda County Network of Care for Seniors & People with Disabilities

www.alameda.networkofcare.org/aging/home/index.cfm

Internet-based community resource offers information about caregiving, diseases, day-to-day challenges, and advocacy. The Assistive Devices section provides information on devices to assist with activities of daily living; accessibility, cooking, cleaning, and other household activities; protecting health and home; allowing people to sit comfortably and safely; and aiding people with disabilities. Note: Many assistive devices are now covered by Medicaid or Medi-Cal.

Home CARES Equipment Recyclers

510-251-2273

2619 Broadway, Oakland, CA 94612

www.homecares.org

Provides free home health care equipment and supplies for people without medical insurance or whose medical insurance does not cover the cost of home medical supplies. Available equipment and supplies may include but is not limited to canes, walkers, ostomy supplies, gauze bandages, crutches, portable commodes, blood pressure kits, oxygen equipment, feeding kits and tubing, tub transfer benches, tub seats, tub stools, and wheelchairs.

Health Care and Mental Health

(See also Information and Referral)

Alameda Alliance for Health

510-747-4500 or TTY: 510-747-4501

1240 South Loop Road, Alameda, CA 94502

www.alamedaalliance.org/

Provides health care insurance. All health care is arranged through a contracted doctor.

Family Caregiver Alliance (FCA), National Center on Caregiving SF Bay Area Caregiver Services

415-434-3388

180 Montgomery St., Suite 1100, San Francisco, CA 94104

www.caregiver.org. In search box type: "SF Bay Area" and click on SF Bay Area Caregiver Services.

info@caregiver.org

For residents of the six-county San Francisco Bay Area, FCA provides information, emotional support, consultation on care planning, links to community programs, legal/financial consultation, respite services, counseling, publications, and educational programs. All services are free or low cost.

Crisis Support Services of Alameda County

24 Hour Crisis Line: 1-800-309-2131

www.crisissupport.org/index1.html

questions@crisissupport.org

Offers support to people of all ages and backgrounds during times of crisis, working to prevent suicide and offer hope and caring during times of hopelessness; helps community members in times of grief and stress.

Other

Alameda County Household Hazardous Waste

1-800-606-6606


1537 Webster Street, Oakland, CA 94612

www.stopwaste.org/

HHWSharps@acgov.org

Provides information on where to drop off sharps containers.

Our action plan for safety

 **Make a plan** to help you and the consumer stay safe together. Look back at each Safety Tip and create a list of:

Supplies you need:

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Safety Tips you will follow:

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Issues you need to discuss:

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Phone numbers to call, organizations to contact for assistance:

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Acknowledgements

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