

## **DEFINITION OF COMPETENCIES FOR PERSONAL CARE WORKERS**

Appendices A and B together identify the competencies that *direct-care workers* need in order to provide services to elders and consumers with disabilities, in whatever setting they reside. The competencies in Appendix A are necessary for *personal care workers* to provide quality, person-centered care to consumers in need of assistance with the activities of daily living. This assistance may be provided in any appropriate setting—i.e., home care, assisted living residences, personal care homes, or adult day centers. Demonstration of the entire set of competencies (Appendices A and B) will provide a portable certification that will enable a direct-care worker to work in *all* long-term care settings, providing personal care services as well as performing specific health-related tasks for nursing home residents and Medicare-certified home health clients.

### **1 Role of the Direct-Care Worker**

- 1.1 Explain the importance of the relationship between the consumer and the direct care worker for quality of care
- 1.2 Define the role of the direct-care worker in relation to other members of the service team in various long-term care settings
- 1.3 Explain the role of the direct-care worker in relation to the consumer receiving services in various long-term care settings
- 1.4 Demonstrate professionalism and responsibility, including in timeliness and appearance
- 1.5 Explain the purpose of the service or care plan
- 1.6 Explain the role of the direct-care worker in supporting the consumer's engagement in community activities

### **2 Consumer Rights, Ethics, and Confidentiality**

- 2.1 Listen to and observe the preferences of the consumer
- 2.2 Respect the consumer's right to privacy, respect, and dignity
- 2.3 Demonstrate ways of promoting the consumer's independence
- 2.4 Explain the philosophies of consumer-direction and independent living
- 2.5 Facilitate the consumer's desire to express his or her personal faith and observe religious practices as requested
- 2.6 Respect the confidentiality of consumer information, adhere to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and follow employer confidentiality guidelines
- 2.7 Explain the direct-care worker's responsibility to identify, prevent, and report abuse, exploitation, and neglect
- 2.8 Describe the rights of consumers as addressed in the Americans with Disabilities Act (ADA)

**3 Communication, Problem Solving, and Relationship Skills**

- 3.1 Explain the term “communication,” including the difference between verbal and non-verbal communication
- 3.2 Demonstrate effective communication, including listening, paraphrasing, and asking open-ended questions
- 3.3 Demonstrate ability to resolve conflict
- 3.4 Demonstrate respect and cultural sensitivity in communicating with others
- 3.5 Demonstrate the use of effective problem-solving skills
- 3.6 Demonstrate respectful and professional interaction with the consumer, significant other(s), and family members
- 3.7 Demonstrate basic language, reading, and written communication skills

**4 Individualized Personal Care Skills According to Consumer Preference and Service Plan**

- 4.1 Assist with tub bath and shower
- 4.2 Provide bed baths
- 4.3 Shampoo hair in bed
- 4.4 Assist with oral hygiene
- 4.5 Assist with fingernail and toenail care
- 4.6 Shave consumer
- 4.7 Turn and/or position consumer in bed and wheelchair
- 4.8 Transfer consumer from bed to wheelchair
- 4.9 Provide consumer with back rubs, foot rubs, leg rubs, arm/hand rubs
- 4.10 Assist with routine skin care
- 4.11 Assist with eating and drinking
- 4.12 Assist with dressing, including using elastic support stockings
- 4.13 Assist with walking
- 4.14 Make an occupied and unoccupied bed
- 4.15 Assist with basic toileting needs, including using a bathroom or commode.
- 4.16 Demonstrate proper use of bedpan, urinal, and commode
- 4.17 Provide perineal care (cleaning of genital and anal areas)
- 4.18 Clean and ensure appropriate function and care of appliances such as glasses, hearing aids, orthotics, prostheses, and assist with their use
- 4.19 Observe, record, and report as appropriate

**5**

**Individualized Health Care Support According to Consumer Preference and Service Plan**

- 5.1 Assist consumers with self-administered medications

**6**

**In-Home and Nutritional Support According to Consumer Preference and Service Plan**

- 6.1 Assist with meal planning, food preparation and serving, food shopping, storage, and handling
- 6.2 Assist with the preparation of simple modified diets
- 6.3 Assist consumers with care of the home and/or personal belongings
- 6.4 Support a safe, clean, and comfortable living environment

## **7 Infection Control**

- 7.1 Demonstrate proper hand washing procedures
- 7.2 Demonstrate application of the principles of infection control in all activities
- 7.3 Demonstrate the use of standard precautions as indicated
- 7.4 Prepare soiled linen for laundry

## **8 Safety and Emergencies**

- 8.1 Use proper body mechanics at all times and demonstrate safe transfer techniques
- 8.2 Explain procedures in case of emergencies

## **9 Apply Knowledge to the Needs of Specific Consumers**

- 9.1 Describe basic anatomy and physiology of body systems
- 9.2 Recognize and report abnormal signs and symptoms of common diseases and conditions of body systems
- 9.3 Describe the normal aging process and its effects
- 9.4 Identify the specific needs of a person with Alzheimer's disease and related dementia
- 9.5 Identify the needs of people with various physical disabilities
- 9.6 Identify the specific needs of and demonstrate the ability to care for a sensory deprived consumer
- 9.7 Describe how age, illness, and disability affect sexuality
- 9.8 Identify the special needs of a consumer with mental illness
- 9.9 Identify the special needs of a consumer with intellectual and developmental disabilities

## **10 Self Care**

- 10.1 Recognize signs of burnout in self and others, and identify stress reduction techniques
- 10.2 Demonstrate use of time-management and organizational skills
- 10.3 Identify resources to maintain personal health and well-being
- 10.4 Identify options and strategies to respond to abusive behavior directed toward direct-care workers by consumers

## **DEFINITION OF ADDITIONAL COMPETENCIES FOR CERTIFIED NURSE ASSISTANTS AND HOME HEALTH AIDES<sup>1</sup>**

### **1 Role of the Direct-Care Worker**

- 1.2 Define the role of the direct-care worker in relation to other members of the service team in various long-term care settings
- 1.3 Explain the role of the direct-care worker in relation to the consumer receiving services in various long-term care settings
- 1.5 Explain the purpose of the service or care plan

### **2 Consumer Rights, Ethics, and Confidentiality**

- 2.9 Identify types, examples, and indicators of abuse, according to state law, including physical abuse, psychological abuse, exploitation, neglect, and improper use of physical and chemical restraints and methods to prevent them
- 2.10 Explain the consumer's right to make health care decisions, including advanced directives and living wills

### **3 Communication, Problem Solving, and Relationship Skills**

- 3.8 Serve as an advocate for the consumer as directed by the consumer

### **4**

#### **Individualized Personal Care Skills According to Consumer Preference and Service Plan**

- 4.20 Position consumer in lift

### **5**

#### **Individualized Health Care Support According to Consumer Preference and Service Plan**

- 5.2 Accurately measure and record temperature, pulse, and respiration
- 5.3 Accurately measure and record blood pressure, height, and weight
- 5.4 Collect routine urine, stool, and sputum specimens according to proper procedures
- 5.5 Assist consumers with prescribed exercise programs, including walking, standing, transfer, and passive range of motion exercises
- 5.6 Assist consumers who have lung disease with postural drainage
- 5.7 Assist with the use of prescribed medical equipment, supplies, and devices
- 5.8 Assist with special skin care to prevent decubitus ulcers; observe, record, and report skin conditions
- 5.9 Provide comfort measures to assist in relieving pain
- 5.10 Apply non-sterile dressing
- 5.11 Apply non-sterile compress and soak
- 5.12 Apply cold and/or heat applications
- 5.13 Assist consumers with ileostomy, colostomy, gastrostomy, and tracheotomy care and catheter care
- 5.14 Observe, record, and report as appropriate

<sup>1</sup> Some competencies are included in both levels of training in order to develop more in-depth understanding or proficiency in the concepts or skills.

**6**

**In-Home and Nutritional Support According to Consumer Preference and Service Plan**

6.5 Prepare and assist consumers with complex modified diets

6.6 Assist consumer with fluid intake; measure and record

6.7 Assist and encourage consumer to consume nutritional supplements/snacks

**7 Infection Control**

7.5 Demonstrate correct isolation and safety technique in care of consumers with Infectious illness

**8 Safety and Emergencies**

8.3 Demonstrate proper lifting technique when using lift equipment

8.4 Check prescribed medical equipment before use and notify supervisor of any problems identified

8.5 Demonstrate how to perform CPR and the Heimlich maneuver

**9 Apply Knowledge to the Needs of Specific Consumers**

9.2 Recognize and report abnormal signs and symptoms of common diseases and conditions of body systems

9.4b Demonstrate basic principles of intervention strategies for working with a person with Alzheimer's disease and related dementia

9.5b Demonstrate the ability to care for people with various physical disabilities

9.8b Demonstrate the ability to provide services to a consumer with mental illness

9.9b Demonstrate the ability to provide services to a consumer with intellectual and developmental disabilities

9.10 Identify the specific care needs of and demonstrate the ability to care for a person who is dying

**10 Self Care**

10.4 Identify options and strategies to respond to abusive behavior directed toward direct-care workers by consumers

## **COURSE OUTLINE WITH COMPETENCIES**

### **Section A.**

#### **Introduction and Orientation to Direct-Care Work Module Activities Competencies**

<b>Module</b>	<b>Activities</b>	<b>Competencies</b>
Module 1. Key Concepts	1.1 Welcome, Introductions, Orientation to the Training	
	1.2 Qualities of a Direct-Care Worker	1.1 Explain the importance of the relationship between the consumer and the direct-care worker for quality of care 1.2 Define the role of the direct-care worker in relation to other members of the service team in various long term care settings 1.3 Explain the role of the direct-care worker in relation to the consumer receiving services in various long term care settings
	1.3 Key Concepts of Direct Care	2.1 Listen to and observe the preferences of the consumer 2.2 Respect the consumer's right to privacy, respect, and dignity 2.3 Demonstrate ways of promoting the consumer's independence 2.4 Explain the philosophies of consumer direction and independent living. 2.6 Respect the confidentiality of consumer information, adhere to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and follow employer confidentiality guidelines
Module 2. Work Settings, Teamwork, and Professionalism	2.1 Introduction to Work Settings	1.3 Explain the role of the direct-care worker in relation to the consumer receiving services in various long-term care settings 1.5 Explain the purpose of the service or care plan
	2.2 Teamwork and Team Building	1.2 Define the role of the direct-care worker in relation to other members of the service team in various long-term care settings
	2.3 Professionalism	1.4 Demonstrate professionalism and responsibility, including in timeliness and appearance
Module 3. Infection Control	3.1 Overview of Infection	7.1 Demonstrate proper hand washing procedures
	3.2 Infection Control Strategies, Standard Precautions, and Consumer Education	7.2 Demonstrate application of the principles of infection control in all activities
	3.3 Demonstration and Practice Lab—Hand Washing, Using	7.3 Demonstrate the use of standard precautions as indicated

	Gloves, and Mixing Universal Solutions 3.4 Demonstration—Disposing of Wastes	7.4 Prepare soiled linen for laundry
Module 4. Body Mechanics	4.1 Group Warm-up—Mirroring 4.2 Demonstrating Good Body Mechanics—Lifting an Object 4.3 Demonstrating Good Body Mechanics—Positioning a Person 4.4 Practice Lab	4.7 Turn and/or position consumer in bed and wheelchair 4.8 Transfer consumer from bed to wheelchair 8.1 Use proper body mechanics at all times and demonstrate safe transfer techniques
Module 5. Body Systems and Common Diseases	5.1 Body Systems 5.2 Common Diseases	9.1 Describe basic anatomy and physiology of body systems 9.2 Recognize and report abnormal signs and symptoms of common diseases and conditions of body systems
Module 6. Working with Elders	6.1 Building Empathy 6.2 Physical Changes As We Age 6.3 Experiencing Sensory Changes 6.4 Helping Consumers to Manage Physical Changes of Aging 6.5 Summary	9.3 Describe the normal aging process and its effects 9.6 Identify the specific needs of and demonstrate the ability for care for a sensory deprived consumer
Module 7. Respecting Differences	7.1 People Bingo 7.2 Exploring Assumptions 7.3 Telling Your Story 7.4 Affirmations	2.2 Respect the consumer’s right to privacy, respect, and dignity 3.4 Demonstrate respect and cultural sensitivity in communicating with others
Module 8. Communication: Listening and Talking Skills	8.1 Listening 8.2 Paraphrasing—Saying It in Your Own Words 8.3 Asking Open-Ended Questions 8.4 Communication Skills Practice	3.1 Explain the term “communication” including the difference between verbal and non-verbal communication 3.2 Demonstrate effective communication, including listening, paraphrasing, and asking open-ended questions
Module 9. Supporting Consumers at Home	9.1 Introduction to a Consumer Living at Home	1.1 Explain the importance of the relationship between the consumer and the direct-care worker for quality of care 1.2 Define the role of the direct-care worker in relation to other members of the service team in various long-term care settings 1.3 Explain the role of the direct-care worker in relation to the consumer receiving services in various long-term care settings 2.1 Listen to and observe the preferences of the consumer 3.4 Demonstrate respect and cultural sensitivity in communication with others
	9.2 Care of the Home	6.3 Assist consumers with care of the home and/or personal belongings

		6.4 Support a safe, clean, and comfortable living environment
	9.3 General Safety and Emergency Procedures in the Consumer's Home	6.4 Support a safe, clean, and comfortable living environment 8.2 Explain procedures in case of emergencies
	9.4 Assisting with Self-Administered Medications; Caring for Eyeglasses, Hearing Aids, and Prostheses	5.1 Assist consumers with self-administered medications 4.18 Clean and ensure appropriate function and care of appliances such as glasses, hearing aids, orthotics, prostheses, and assist with their use
Module 10. ADL: Ambulating; Making a Bed	10.1 Assisting a Consumer to Stand, Transfer, and Use Assistive Devices for Ambulation	8.1 Use proper body mechanics at all times and demonstrate safe transfer techniques 4.13 Assist with walking
	10.2 Making a Bed	4.14 Make an occupied and unoccupied bed
	10.3 Practice Lab—Assisting to Stand, Transfer, and Ambulate; Plus, Making a Bed	4.13 Assist with walking 4.14 Make an occupied and unoccupied bed 8.1 Use proper body mechanics at all times and demonstrate safe transfer techniques
Module 11. Supporting Consumers' Dignity While Providing Personal Care	11.1 Introduction to an Elder Consumer in a Nursing Home	1.1 Explain the importance of the relationship between the consumer and the direct-care worker for quality of care 1.2 Define the role of the direct-care worker in relation to other members of the service team in various long-term care settings 1.3 Explain the role of the direct-care worker in relation to the consumer receiving services in various long-term care settings 2.1 Listen to and observe the preferences of the consumer
	11.2 Overview—Personal Care and Supporting Consumers' Dignity	2.2 Respect the consumer's right to privacy, respect, and dignity
	11.3 Bathing with Dignity	4.1 Assist with tub bath and shower 4.2 Provide bed baths
	11.4 Demonstration— Bed Bath with Pericare	4.2 Provide bed baths 4.17 Provide perineal care (cleaning of genital and anal areas) 7.2 Demonstrate application of the principles of infection control in all activities 7.3 Demonstrate the use of standard precautions as indicated 4.19 Observe, record, and report as appropriate
Module 12. ADL: Bathing and Personal Care	12.1 Demonstration and Practice—Care of the Skin, Hands, Fingernails, Feet, and Toenails	4.5 Assist with fingernail and toenail care 4.9 Provide consumer with back rubs, foot rubs, leg rubs, arm/hand rubs 4.10 Assist with routine skin care 4.19 Observe, record, and report as appropriate
	12.2 Demonstration	4.1 Assist with tub bath and shower



	and Practice—Tub Bath, Shower, Hair Care, Shampoo, Mouth Care, and Shaving	4.3 Shampoo hair in bed 4.4 Assist with oral hygiene 4.6 Shave consumer 4.19 Observe, record, and report as appropriate
	12.3 Practice Lab and Return Demonstrations (for Modules 3, 4, 10, 11, and 12)	4.1 Assist with tub bath and shower 4.2 Provide bed baths 4.3 Shampoo hair in bed 4.4 Assist with oral hygiene 4.5 Assist with fingernail and toenail care 4.6 Shave consumer 4.9 Provide consumer with back rubs, foot rubs, leg rubs, arm/hand rubs 4.10 Assist with routine skin care 4.17 Provide perineal care (cleaning of genital and anal areas) 4.19 Observe, record, and report as appropriate 7.1 Demonstrate proper hand washing procedures 7.2 Demonstrate application of the principles of infection control in all activities 7.3 Demonstrate the use of standard precautions as indicated 8.1 Use proper body mechanics at all times and demonstrate safe transfer techniques
Module 13. Working with a Consumer with Alzheimer's Disease	13.1 Introduction to a Consumer with Alzheimer's Disease	1.1 Explain the importance of the relationship between the consumer and the direct-care worker for quality of care 1.2 Define the role of the direct-care worker in relation to other members of the service team in various long-term care settings 1.3 Explain the role of the direct-care worker in relation to the consumer receiving services in various long-term care settings 2.1 Listen to and observe the preferences of the consumer
	13.2 Understanding Alzheimer's Disease	9.3 Describe the normal aging process and its effects 9.4 Identify the specific needs of a person with Alzheimer's and related dementia
	13.3 Working with Challenging Behaviors	2.1 Listen to and observe the preferences of the consumer 2.2 Respect the consumer's right to privacy, respect, and dignity 3.3 Demonstrate ability to resolve conflict 3.4 Demonstrate respect and cultural sensitivity in communicating with others
Module 14. ADL: Toileting (Part 1)	14.1 Assisting the Consumer with Healthy Toileting Practices	4.15 Assist with basic toileting needs including using a bathroom or commode
	14.2 Assisting	4.1 Assist with tub bath and shower

	Consumers Who Are Reluctant to Do Activities of Daily Living	4.2 Provide bed baths 4.11 Assist with eating and drinking 4.13 Assist with walking
	14.3 Building Relationships with the Consumer's Family	3.6 Demonstrate respectful and professional interaction with the consumer, significant other(s), and family members
Module 15. Working with an Independent Adult with Physical Disabilities	15.1 Introduction to Working with Consumers with Physical Disabilities	1.1 Explain the importance of the relationship between the consumer and the direct-care worker for quality of care 1.2 Define the role of the direct-care worker in relation to other members of the service team in various long-term care settings 1.3 Explain the role of the direct-care worker in relation to the consumer receiving services 9.5 Identify the needs of people with various physical disabilities 2.8 Describe the rights of consumers as addressed in the Americans with Disabilities Act (ADA)
	15.2 Working with Self-Directing Consumers	2.1 Listen to and observe the preferences of the consumer 2.2 Respect the consumer's right to privacy, respect, and dignity 2.3 Demonstrate ways of promoting the consumer's independence 2.4 Explain the philosophies of consumer-direction and independent living
	15.3 Responding to Sexual Behavior of the Consumer	9.7 Describe how age, illness, and disability affect sexuality 3.3 Demonstrate ability to resolve conflict 3.4 Demonstrate respect and cultural sensitivity in communicating with others
Module 16. ADLs: Dressing and Toileting (Part 2)	16.1 Dressing with Dignity	2.2 Respect the consumer's right to privacy, respect, and dignity 4.12 Assist with dressing, including using elastic support stockings
	16.2 Toileting (Part 2)—Bedpan, Urinal, Portable Commode, and Catheter Care	4.16 Demonstrate proper use of bedpan, urinal, and commode
	16.3 Practice Lab—Toileting (Part 2)	2.2 Respect the consumer's right to privacy, respect, and dignity 4.14 Demonstrate proper use of bedpan, urinal, and commode 8.1 Use proper body mechanics at all times and demonstrate safe transfer techniques
Module 17. Working with a Consumer Who Is Depressed	17.1 Introduction to a Consumer Who is Depressed	1.1 Explain the importance of the relationship between the consumer and the direct-care worker for quality of care 1.2 Define the role of the direct-care worker in relation to other members of the service team in various long-term care settings 1.3 Explain the role of the direct-care worker in

		relation to the consumer receiving services in various long-term care settings 2.1 Listen to and observe the preferences of the consumer
	17.2 Changes in How People Feel and Relate to Others as They Age	9.3 Describe the normal aging process and its effects
	17.3 Understanding Depression	
	17.4 Exploring Options to Solve Problems	2.1 Listen to and observe the preferences of the consumer 2.2 Respect the consumer's right to privacy, respect, and dignity 2.3 Demonstrate ways of promoting the consumer's independence 3.5 Demonstrate the use of effective problem-solving skills
Module 18. ADL: Eating	18.1 Eating for Health and Enjoyment	6.1 Assist with meal planning, food preparation and serving, food shopping, storage, and handling 6.2 Assist with the preparation of simple modified diets
	18.2 When Consumers Need Assistance with Eating	4.11 Assist with eating and drinking
	18.3 Practice Lab—The Exploring Options Approach to Problem Solving	3.4 Demonstrate respect and cultural sensitivity in communicating with others 3.5 Demonstrate the use of effective problem-solving skills
Module 19. Practice Lab and Return Demonstrations: Dressing, Eating, Toileting	19.1 Practice Lab and Return Demonstrations—Dressing, Eating, and Toileting	All the skills competencies covered so far, particularly in Modules 14, 16, and 18.
Module 20. Introduction to Mental Illness, Developmental Disabilities, and Abuse and Neglect	20.1 Introduction to Working with Consumers Who Have a Mental Illness or a Developmental Disability	9.8 Identify the special needs of a consumer with mental illness 9.9 Identify the special needs of a consumer with intellectual and developmental disabilities
	20.2 Recognizing and Reporting Abuse and Neglect	2.7 Explain the direct-care worker's responsibility to identify, prevent, and report abuse, exploitation, and neglect
Module 21. Consumer and Worker Rights; Managing Time and Stress	21.1 Consumer and Worker Rights	2.2 Respect the consumer's right to privacy, respect, and dignity. 2.8 Describe the rights of consumers as addressed in the Americans with Disabilities Act (ADA) 3.4 Demonstrate respect and cultural sensitivity in communicating with others
	21.2 Managing Time	10.2 Demonstrate use of time-management and organizational skills
	21.3 Managing Stress	10.1 Recognize signs of burnout in self and others, and identify stress reduction techniques 10.3 Identify resources to maintain personal health and well-being

		10.4 Identify options and strategies to respond to abusive behavior directed toward direct-care workers by consumers