

POLICIES AND PROCEDURES MANUAL

KEYSTONE COMMUNITY RESOURCES, INC.

KEYSTONE INDEPENDENT LIVING, INC.



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Daily Living Routines

Chapter:

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- Chapter 6400 – Community Homes For Individuals With Mental Retardation

INTRODUCTION:

The routines of daily living include all the ordinary business of a person's life like getting up, going to work or school, coming home, relaxing and going to bed. A good routine is necessary and important. As a staff member you are responsible for helping make the routine a good one for each of our residents. The routine at your residence is designed to teach residents important skills, ensures that residents are being well cared for, and provides a safe and predictable environment. Supervising routine is one of the most important aspects of your job. The routine at your residence is diverse and your responsibilities will be demanding and you'll need to keep tabs on everyone even when you are involved in an activity.

What follows are a list of the most important routines and guidelines for effectively carrying these out. Keep in mind the things you appreciate about your own routines when carrying out the routines at work.

Wake up

1. Waking people up and giving them a good start to the day requires sensitivity and skill.
 - The best way to wake someone up is in a gentle tone of voice and with a gentle touch. No sudden bright lights, loud music or loud voices please.
 - Try to give the person a pleasant reason to get up. An appealing breakfast is always a good reason to get up. You could also try to mention a special activity, if one is planned for the day or just capture their interest in the weather.

- Don't nag or get into confrontation about getting up. Most people will get up on their own.
- If someone claims to be sick, always check them for signs and symptoms of illness. Sometimes they may be genuinely ill. If not, they may have needed just a little sympathetic attention and will appreciate your effort.
- Develop your own personal style of relating to individuals and assisting them to wake up.

Hygiene

2. The first thing a person should do after waking up is to wash, brush their teeth and get dressed.
 - Know the resident in your care and provide the degree of supervision that each person needs. Some people will need your direct assistance every step of the way; others may need only a casual inspection to make sure they present a good appearance including hair, nails, clothing, etc.
 - Never assume a residents how to do something you asked him or her to do. Always ask if they know how; if you have the slightest doubt show them how.
 - Make sure that each person has and uses their own personal hygiene items. Know where extra supplies are kept in the event someone loses or runs out of their toiletries.
 - Provide for privacy and protect the modesty of people who have not yet learned to do this for themselves.
 - Always knock or call out before entering a bedroom or bathroom. This shows your respect for other by example and teaches the residents to do likewise.
 - Use sensible precautions when you are providing assistance to a resident who is partially undressed. This applies to all situations whether the person is of the same or opposite sex as you. Always make sure there is a witness present. This is to protect you against any allegations of sexual misconduct.

Breakfast

3. A good breakfast ensures that the residents get the proper nutrition to start their day.
 - It is best to set the table the night before. This minimizes the effort in the morning.
 - Staff are expected to sit with residents at the breakfast table. Normally, mealtimes are an opportunity for discussion and sharing experiences. Breakfast though should be kept at low key to minimize distractions.

- Residents should be assisted in tidying up their area and bringing their plates to the kitchen.

Departing

4. The way you see a person off can effect their entire day, positively or negatively. As residents depart you will probably encounter other important people in their lives. Also be courteous and friendly when you encounter teachers, drivers, and attendants. Remember you will share a common goal in providing the best services to the resident
 - Residents in your facility likely depart at varying times as they go off to school or work.
 - It is your responsibility to make sure that each person leaves with the items they need for the day. This includes items such as lunches, homework assignments, permission slips, money or changes of clothing.
 - It is your responsibility to witness each person getting off to their destination. Some residents will require your direct assistance getting settled in their vehicle. Always smile and say good bye to each person as you leave them.

Housekeeping

5. As a staff member you are expected to keep your work area neat, clean and well-organized at all times for the health and safety of the residents and other staff working in the area. A written plan for keeping the home clean can benefit both residents and staff. Residents benefit because they have an opportunity to improve existing skills, learn new skills, and experience the satisfaction that comes with being a full member of a household and having a home that is safe and clean. Staff members benefit too because responsibilities are shared and this ensures no one person is overburdened and contributes to general team spirit.
 - The written plan contains a list of housekeeping duties, both inside and outside, for the home. Assignments are given first to residents who have specific housekeeping duties as part of their annual service plan. The remaining duties should be assigned based on residents' skill and level of interest. Residents are not required to participate in the general upkeep of the home, but are encouraged to do so. Staff on-duty are assigned responsibility for assisting with or completing all of the duties for their shift. Some homes use a system for initialing the checklist as each assigned task is completed. This provides assurance that the assignment was completed and allows each person the dignity of being responsible for their own performance.
 - Setting high standards is an import aspect of your job especially with so many people living in the same place. Each resident is expected to participate in making of their bed and tidying up their room in the morning. These tasks should be completed before breakfast.
 - Know the residents in your care and provide the degree of assistance and supervision that each person needs.

- This job requires that you too must know how to do some basic housekeeping tasks.
- Give each room a final inspection that bedding is clean and neatly made. The room should have a general air of tidiness.

Arrival

6. As the residents return home at the end of their work or school day you will be faced with many responsibilities. As with the morning departure, the way you meet and greet each person will have a significant affect on the balance of the day.
 - Staff should be on time and in the designated area to meet residents.
 - Acknowledge each resident with a smile and a friendly “Hello”. It is equally important to acknowledge the staff person that you are relieving. This brief communication provides assurance that there is no lapse in supervision of services.
 - Assist residents through the initial rush then provide a short quiet period. A nice way of providing this time is by providing a beverage and/or light snack. This allows residents to refuel and gives you an opportunity to ask people about their day and to talk about plans for the balance of the day.
 - There may be activities scheduled after this and you need to do some advance planning to be sure that equipment, transportation, medication, funds, etc. are in order. Any delays at this point will affect the residents’ enjoyment as well as our reputation wit the community.
 - Remember you will share a common goal in providing the best services to the resident.

Dinner

7. Dinner is the most important time of day. This is an opportunity for a leisurely meal and conversation.
 - Staff and residents sit together and share the meal which is usually served family style.
 - Be aware of those who will need your direct assistance throughout the meal and position yourself next to them.
 - Staff and residents should all come to the table clean and in an orderly way.

- A certain formality is beneficial and staff should know what good manners are and practice these at dinner. Some basic rules should apply such as talking one at a time, using please and thank you etc.
- It is up to you to make sure napkins; dinnerware, condiments, and adaptive equipment (if necessary) are all in place.
- It is up to you to supervise table manners and eating habits.
- Staff are responsible for cleaning up after meals but each resident should participate, even if in a small way.

After Dinner

8. A variety of activities take place during this period of time after dinner and before bed. Your facility has a written plan of activities; it is your responsibility to carry out these instructions.
 - Always know in advance what activities are planned. You may need to make special advanced preparations to assure these go smoothly, as planned.
 - It is important to always know where everyone is and how and what they are doing. You have an important responsibility for the safety of residents at all times in addition to making sure that they are actively engaged in meaningful activity.

Bathing

9. Being clean is important for us all. Your job involves in assisting residents to bathe on a daily basis. Because residents must share facilities there is generally a bathing schedule for you to follow.
 - Know the amount of assistance each resident needs during bathing activities.
 - Be respectful, sensitive, and protect the resident's modesty throughout the process.
 - Encourage residents to do things for themselves and build on their skills and strengths.
 - Bath time should be a relaxing and pleasant experience. Avoid rushing.
 - Never leave a person with a history of seizures unsupervised during bath time. If called to another emergency assist the person out of the bath before responding.
 - Always test the water temperature before person steps into the bath to avoid accidental scalding.

Bedtime

10. As bedtime approaches it is time to wind down vigorous activities in preparation for a soothing period before sleep. Usually a beverage or light snack is offered 1-2 hours before bedtime.

- Bed time varies from person to person depending on their age, lifestyles and needs.
- Assist residents in preparing their clothing and school or work for the next day. Doing this the night before promotes choice and decision making and ensures an orderly start to the following morning routine. This activity should be done with each individual resident.
- Residents should brush their teeth just prior to bedtime.
- Residents need a calm and quiet environment to fall asleep. Loud noises, bright lights, and chaotic environment are distracting for someone who is trying to sleep.
- Always say goodnight to each resident. Through experience you will find what helps each person to settle in.
- Bedside lamps are helpful so that the room lights do not disturb other residents.

Household duties

11. Once the residents are in bed you still have other duties to fulfill.

- Most likely you will be provided with a 15 minute break period after residents are in bed. Communicate directly with the person relieving you both at the start and the end of your break period. Do not leave the premises during your break; if there is an emergency your presence will be needed.
- Your facility has a schedule of household duties posted for each staff person on duty. Duties are written to ensure that high standards are maintained. Small lapses occurring in housekeeping can cause a residence to become an unpleasant place to live.
- In addition to household duties you will be responsible for documentation. Documentation has many components and will be addressed separately.
- Your final duty of your shift is to check on each of the residents to be sure they are safe and secure. Staff are not permitted to leave their shift early with out permission from their supervisor. The duties rosters are carefully planned to ensure adequate staff are present in the event of an emergency such as fire or crisis management issues.
- If you are required to sleep-in during the night coverage period this is your time to secure the house and finally wind down after a full shift.
- If you are off the following shift you must provide a brief shift report to incoming staff noting and reviewing any particular important issues with them.

Night Coverage

12. Residents have varying needs which require that someone they know be with them during the night. Some residents are restless sleepers, get up frequently during the night, have nightmares or are energetic. In some homes, direct service staff “sleep-in” providing readily attainable security and care for the residents living there. In other homes there are night time “awake “service staff. In both cases, it is important that you know the residents and that they know you.

- Exchange greetings and get a report from the previous shift with departing staff. Note anything that will require your special extra attention.
- Confirm the presence of each resident by going room to room. Using a flashlight is helpful so that residents are not disturbed.
- Provide a night light in the hallways and bathrooms so residents may find their way safely and securely.
- Provide an environment that is conducive for resident’s restful sleep. No bright lights or loud noises.
- Provide routine room checks every hour to be sure residents are comfortable, safe and secure.
- You will be provided with a list of housekeeping duties for your shift and should complete these quietly and efficiently.
- Care of the residents is always a priority and on some nights you may have to forgo some housekeeping chores in order to care for someone who is ill, or restless.
- Two 15 minutes breaks are provided for you. Your supervisor will let you know when these can be taken and will provide relief coverage for the residence. Oftentimes your break will be provided within the residence.

As with every other shift your final duty is to be sure the residents are safe and secure as you leave and that incoming staff receive accurate information from you.

DISCUSSION: