



A Personal Care Module: Dressing & Grooming Tips

Instructions for the Learner

What will you learn?

After finishing this inservice, you will be able to:

- Explain the benefits of dressing and grooming.
- Explain purposes of adaptive clothing and assistive devices during the grooming process.
- Discuss general dressing and grooming tips.
- List at least three comfort, safety and infection control tips for the grooming process.
- Demonstrate your knowledge of the grooming process throughout your daily work.

We hope you enjoy this Inservice, "Dressing & Grooming Tips." It's been prepared especially for nursing assistants like you. You work very hard, and we appreciate the effort you make to complete these educational materials. It shows your desire to continue learning and growing in your profession.

If you are studying the inservice on your own, please do the following:

- Read through **all** the material. You may find it useful to have a highlighting marker nearby as you read. Highlight any information that is new to you or that you feel is especially important.
- If you have questions about anything you read, please ask _____.
- Take the quiz. Think about each statement and pick the best answer.
- Check with your supervisor for the right answers. You need **8 correct** to pass!
- Print your name, write in the date, and then sign your name.
- Keep the inservice information for yourself and turn in the quiz page to _____ no later than _____ . Show your Inservice Card to _____ so that it can be initialed.

THANK YOU!



A Personal Care Module: Dressing & Grooming Tips

Looking Good...and Feeling Better!

Inside this issue:

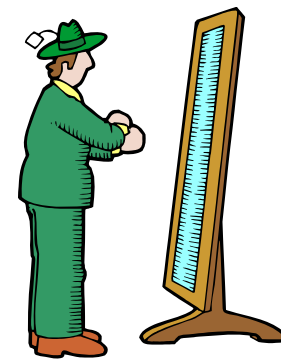
<i>Did You Know...?</i>	2
<i>The Benefits of Good Grooming</i>	3
<i>Adaptive Clothing & Dressing Aids</i>	4
<i>Respecting Your Clients' Rights</i>	5
<i>Dealing With Personal Care Challenges</i>	6-7
<i>Infection Control Tips</i>	8
<i>Playing It Safe</i>	9
<i>Basic Grooming Tips</i>	10
<i>Questions & Answers</i>	11

At first glance, getting ready for the day is so clear-cut and easy that we often don't give it a second thought. We simply get dressed, brush our teeth, comb our hair and perform all the other tasks we need to do to make ourselves presentable.

Now, just imagine if:

- Your arm was stiff and you couldn't get your shirt on.
- You couldn't reach back to close a zipper or hook your bra.
- Your legs hurt and you couldn't reach down to put on your socks or shoes.
- Your fingers were bent from arthritis and you couldn't tie your shoelaces.
- You were unable to *remember how* to put your clothes on—or in what order.
- Your arms shook so badly you couldn't brush your teeth, comb your hair or shave yourself.

For people who have physical or mental impairments, dressing and



There was probably a time when your clients looked in the mirror and felt good about wearing stylish clothes and updated hair-dos.

grooming tasks are often difficult to manage alone. Sometimes they might take their frustration out on the people around them.

That's where you come in. With your help and encouragement, your clients won't feel discouraged by their appearance or ashamed that they can't dress privately by themselves.

As you read through this inservice, you'll pick up pointers on how to keep your clients looking—and feeling—their best, regardless of their current health status.

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Did You Know...?

Throughout history, people have put importance on both grooming and dressing. Here are some interesting facts:

- Those old-fashioned hoop skirts made getting through a door or into a carriage very difficult and, if a woman sat down too fast, the hoop could fly up and break her nose!
- For centuries, Asian men *and* women have worn pants for warmth, comfort, and convenience. In ancient Rome and Greece, both men and women wore “dresses” called *tunics*.
- Until 1970, it was not fashionable—and sometimes against the law—for American women to wear pants in offices, classrooms, and restaurants.
- The ancient Greeks were the first to wear girdles. A band of linen or soft leather was bound around a woman's waist and lower torso to control her shape.
- Some wealthy Europeans in the 1600's wore six-inch-high heels. It took two servants, one on either side, to hold the person up!
- The first sneakers—called Keds—were made in America in 1916.
- During the middle-ages, people “deodorized” their clothing with the smoke from a wood fire.
- Underarm deodorants were first used during the 18th century. And in the late 19th Century the first commercial deodorant, Mums, was introduced.
- The first hair dryers in the United States were adapted from vacuum cleaners!
- The 18th century French used carbonated water as a hair spray to keep hair in place.
- Both Egyptian women and men shaved their heads—and then covered them with wigs.
- Ancient Egyptians used wigs, hair extensions, henna and makeup to improve their looks. However, women were put to death if they wore nail polish of “royal colors.”
- The Chinese started using nail polish over five thousand years ago!
- The Romans made nail polish out of sheep fat and blood.
- During the 1960's, purple was the most popular color for lipstick. In the '70's, white lipstick was the “in” thing!
- Until the 20th century, water was thought to be harmful for teeth. People used a piece of cloth wrapped around a finger to clean their teeth.
- Most women weren't concerned about shaving their underarms until a 1915 media campaign pushed the idea that underarm hair on a lady was unfeminine and unhealthy. Who paid for that campaign? *It was the Wilkinson Sword razor blade company!*



The Benefits of Good Grooming

- Letting your clients choose their own clothing gives them feelings of being independent and in charge.
- Cheering clients on to do their best while dressing supports a team spirit and gives them a feeling of belonging.
- Allowing your clients to do as much as they can by themselves helps their self-reliance grow.
- Voicing your approval during dressing and grooming gives clients a sense of being valued.
- Looking good boosts each client's self esteem and may even help a bad mood disappear!
- Dressing your clients helps protect the skin from injury and maintain proper body temperature.
- Making sure your clients' clothing fits properly keeps all of their body systems unrestricted.
- Brushing your clients' hair promotes a healthy scalp and strong hair.
- Providing daily mouth care prevents the onset of painful mouth conditions and protects the mouth from oral diseases.
- Keeping your clients' fingernails trimmed with no ragged edges prevents scratches and cuts that can cause infection.
- Reporting toenail changes helps your clients get care from a podiatrist as needed. This can prevent complications for people with diabetes, heart conditions or poor circulation.
- Moving your clients' joints and muscles during the grooming process helps maintain body movement and prevents contractures.



What's the Bottom Line?

When people look good, they generally feel better!

Clues That Matter

Dressing and grooming tasks give you daily opportunities to look for clues that trouble may be brewing:

- Be aware of clients' facial expressions. Clients may *tell* you that they have no pain, but their faces may reveal the real story.
- Clients get in and out of clothes several times a day. While assisting them, look over the whole body, making note of any areas of redness, rashes, bed sores or other changes in the skin.
- Report any unusual body odors. A strange odor may be a symptom of an illness.
- Some health conditions cause the body to swell. Watch for signs of swollen hands (such as tight rings) and swollen feet (such as shoes and socks suddenly being too small).
- As you brush or comb your client's hair, check for head lice. (Lice can happen to *anyone*—no matter how young or old, dirty or clean, rich or poor.) Look for white eggs known as "nits". They look like small bits of dandruff, but do *not* wash or flake off. Instead, they stick *firmly* to strands of hair.
- If you provide nail care, look for white or yellow areas on finger and toe nails. Your client may have a nail fungus.



Adaptive Clothing Tips

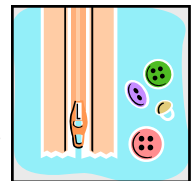
Besides being attractive and fun, adaptive clothing gets the job done. Here is some helpful information about adaptive clothing:

- Pants and dresses with cutaway seats aid those with limited mobility. Wrap-around skirts and shawls are safer for wheel-chair bound women.
- Loose tops, sweaters, and bottoms that button in front are good choices for your clients with arthritis.
- Front closing bras are useful for women who have limited use of their upper arms.



- Track suits with elasticized waists make dressing easier for clients with joint and muscle problems—and for those who have short term memory lapses.

- Several outfits that *look* the same work for clients who insist on wearing the same clothes every day.
- Disposable underwear provides dignity for your clients who are incontinent.
- You may want to avoid accessories like belts and scarves. They can be confusing for some clients, and difficult for others to put on.
- If possible, use clothing that fastens with Velcro or zippers rather than buttons, snaps or laces.
- Keep in mind that well-fitting non-slip shoes make walking easier.
- Most people find slip-on shoes to be simpler to put on and take off.



Dressing Aids

Dressing aids make life easier for clients who have stiff joints from arthritis or who have mobility problems. Here are a few examples:

- Button hooks can be hand-held. They have a wire attached to a wooden handle and are used to pull buttons through button holes.
- Sock aids have long handles with clips on each side, and a device to control the clips where the handle is. They are made to hold each sock in place as you slip into it.
- Electric tooth brushes make brushing teeth easier for many disabled people.



- Dressing sticks have long handles with short hooks at the end of them and help clients who can't use their arms to reach to get clothing hangers from closets. They also aid people who can't bend over to pick up things from the floor.
- Dressing sticks with shoe horns have hand controls and are good when clients can't get their shoes on. Shoe horns without dressing sticks are helpful for us all when we buy new shoes that are hard to put on.
- Long handle hair brushes assist clients who have pain and stiffness in their hands or arms.



Respecting Your Clients' Rights

- Wear your name tag every day and remember to identify yourself when you enter a patient's room.
- Before you begin care, explain that you have come to assist them with dressing and grooming. Ask permission to touch them and tell them what you will do and how you will do it. (Explaining what you are going to do *in advance* decreases the chance that your clients will react negatively.)
- Remember to provide privacy by closing room doors and pulling bed curtains. It's important to make sure that your clients' bodies are not overly exposed.
- Don't touch your clients' personal belongings unless it's necessary. If you do handle their belongings, be careful and put the items back where you found them.

- Do your best to go along with your clients' personal preferences every day...such as letting them decide which clothes they'd like to wear or how they'd like their hair fixed.



- Remember that everyone has the right to participate in his or her own care. So, encourage your clients to get involved in their personal care. Even if they aren't strong enough to get dressed by themselves, they can probably wash their faces or comb their hair. The more they do for themselves, the more independent they will remain!
- Check to see if clients are okay as you assist them. When you complete your care, encourage clients to let you know what you can do to make them more comfortable.



- Never threaten your clients to get them to cooperate. For example, it's wrong to say, "If you don't get dressed right now, you can't watch TV this afternoon".
- If your clients are wearing anything unusual, keep in mind that they may be doing so for religious or cultural reasons. You may see a thread woven into their hair, a medicine bundle on a string around their neck or a ribbon wrapped around their wrist. Don't remove any item from your client without their permission!
- Remember that all clients have the right to refuse treatment. For example, if a client becomes aggressive when you arrive to give a bath, let your supervisor know that the client has refused your care.
- Your clients have the right to be treated with respect—even if they've been "difficult" in the past. When you work with people who have given you trouble previously, try to start fresh every day. Forget about what happened yesterday, last week or last month.



Dealing With Personal Care Challenges

Many of your clients may have a physical or mental condition that makes the process of dressing and grooming uncomfortable. Here are some tips you may find useful:

For Clients With Dementia

- Remember that most confused clients have short attention spans and no sense of time or place, so help them feel more secure by giving a daily reminder of who you are *and* why you are there.
- For confused clients, grooming and getting dressed involves a lot of steps and the use of many different skills. It can be a very confusing time. If they get confused or frightened, they may become irritable, uncooperative or upset. Try to keep the environment calm and peaceful. Turn off any TV or loud music before beginning personal care and provide your confused clients with frequent gentle reminders of what you expect from them as you assist with their personal care.
- Try reassuring your confused clients by smiling, holding their hands, keeping your movements gentle and maintaining a relaxed and upbeat body language.
- Lay out clothes in the *order* that your client will put them on. Then, give short, simple instructions to help your client complete one step at a time.
- Be patient. If you rush a confused client, it will only create anxiety.
- Your clients may be more cooperative if you give them something to do. Let them help by putting toothpaste on a toothbrush, holding a sock while you put on a shoe or folding some washcloths as you brush their hair.



- Consider using a “mirroring technique” when assisting confused clients. For example, hold a toothbrush and pretend to brush *your* teeth to help a client understand how to perform the task himself.
- Most women with Alzheimer’s Disease stop using make-up during the early stages of the illness. However, if a woman has *always* worn make-up in the past, she may feel more comfortable if you help her apply some.
- If a client with dementia removes his or her clothing in public, try to figure out why. It may be that the clothes are too warm or are made of fabric that is irritating the skin.

For Clients With Shaky Limbs

- When clients have shaky limbs, sit and talk to them for a few minutes before starting care since certain types of tremors improve when clients are feeling relaxed.
- Encourage them to support one arm with the other when performing tasks such as shaving or brushing teeth.
- Be close by in case they need you, and give them extra time for dressing and grooming tasks.



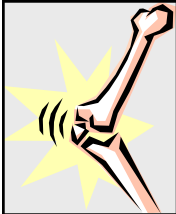
For Clients With Limited or No Vision

- To help vision-impaired clients feel in charge, tell them about the styles and/or colors of clothing items and guide their hands to where grooming supplies are kept.
- Speak up when you are coming and going to keep them aware of their surroundings and to let them know whether they are alone or with others.




Dealing With Challenges, *continued...*

For Clients With Arthritis

- Keep in mind that many people with arthritis suffer from “morning stiffness.” Their joints may be especially swollen and painful during morning grooming and dressing tasks.
- 
- Encourage your arthritic clients to dress their legs and feet first as this requires the most energy. Have them sit down for as much of the dressing and grooming process as possible—to save energy and to keep them from having to bend over so far.
 - Avoid clothing that fastens in the back. (For example, a front fastening bra is much easier to put on.) And, cardigan sweaters are easier than garments that pull over the head.
 - Remember that some days are better than others for people with arthritis. Don't be surprised if your clients can function pretty well one day and need lots of help the next.
 - Check the fit of your client's shoes. Remember that people's feet can change size as they age. If shoes are too small, they will put pressure on sensitive joints. If shoes are too large, they put your client at risk for falling.
 - Remember that some of your clients may have specially made splints to help keep their joints in the correct position and reduce pain. Your clients may need help putting on and taking off these splints.
 - Encourage your clients to use any self-help devices they may have to help them bathe, dress or eat. If they don't know how to use a particular assistive device, let your supervisor know.

For Clients Who Are In Pain

- Help your clients avoid getting overtired from dressing and grooming tasks—since being tired can make pain seem worse.
 - If a client asks you for a pain pill prior to going through the motions of getting dressed, let a nurse or family member know that the client is in pain and needs attention.
- 
- Remember that some of your clients may keep quiet about their pain due to fear, their beliefs or their cultural heritage. Be sure to look for non-verbal signs of pain such as:
 - Clenching or grinding the teeth.
 - Rubbing or holding a body part.
 - Crying.
 - Losing interest in their appearance.
 - Changes in blood pressure (usually higher).
 - Sweating.
 - Watch carefully to see what your clients are able to do for themselves and tell your supervisor if pain is keeping a client from performing everyday activities. Your observations may lead to important changes in the client's plan of care.
 - Try to keep your clients laughing! It has been proven that laughter releases certain chemicals in the body that act as a natural pain medication. (Have you ever noticed how good you feel after you've let loose with a real “belly” laugh?)
 - As you assist your clients with personal care, remember that it is your *duty* to notify your supervisor when you know—or *suspect*—that a client is in pain. Every client has the right to feel relief from pain!

Controlling Infection During Personal Care

Providing personal care involves a series of tasks that frequently put you in close contact with your clients. Here are some tips to help you control the spread of infection:



- Put a couple of pairs of plastic gloves in your pocket at the beginning of your day so they will always be handy.
- Follow standard precaution guidelines because they are written in stone. And, when in doubt....wear gloves.
- Keep in mind that it takes only a minute to wash your hands. It can take days or even weeks to recover from an infection.
- Eyeglasses are germ magnets. Keep them clean and dry.
- Dentures attract bacteria, so brush them like natural teeth and keep them stored in clean containers.
- Hair brushes are like condos for germs. Soak brushes in soap and warm water and rinse under running water—and please don't share brushes and combs between clients.
- Germs nestle into wigs and hair pieces. Keep them clean with brushing and synthetic shampoos.
- Some of your clients may have been taught that they could get more wear out of clothes by airing them rather than washing them. And, many may have learned to save money by carrying around used tissues in their pockets. When time allows, check your clients' closets, removing smelly, dirty clothes and old tissues from their pockets.
- Keep your clients' soiled clothes off the floor and put them in linen hampers marked for that use.
- While in a client's home, put soiled clothing in plastic bags and place them in a hamper. Doing so will protect others in the home from germs and make it easier for them to put personal clothing in their washing machine.

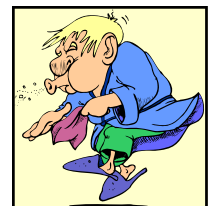
When you get home, either wash the clothes you wore to work right away, or turn them inside out and put them into your hamper.

When Things Happen...

Problem: Mr. Jones needs a shave. His electric razor is broken and he can't use a safety razor because he is on blood thinners. His family is coming to visit within the hour. You're tempted to use another client's shaver....

Solution: Borrowing another client's shaver is a bad idea because of the possibility of spreading a skin infection. Explain the situation to your supervisor and the family, and give the broken razor to the family for repair.

Remember: Electric razors have small brushes that are made to clean them, but they are a safety hazard when clients are on oxygen therapy. Safety razors need to be discarded after one time use. Omit them when clients are on blood-thinning medications.



Maintaining Safety For You *and* Your Clients

- Focusing on safety during dressing and grooming is important for both you and your clients because:
 - Chronic back pain from accidents and injuries affects 80 million Americans.
 - One-third of adults aged 60 and over experience slips and falls that can cause permanent disabilities.
 - Estimates show 75 percent of nursing home patients slip and fall at least once every year.
- Keep in mind that some of your clients may find it safer and easier to dress while lying down—especially when it comes to pulling up pants. If a client is weak on one side, encourage him or her to dress the *weaker* side first.
- Don't let your clients use towel racks or toilet paper holders to help them stand. If they seem to need a grab bar, report the situation to your supervisor.
- Use available equipment to help you lift or transfer clients, such as gait belts, Hoyer lifts, sliding boards and draw sheets.
- Take advantage of electric beds by raising the bed to a comfortable working height. (Just remember to lower the bed again when you're done.)
- Before lifting anything (or anyone) heavy, ask yourself these questions:
 - *Can I lift this load safely by myself?*
 - *How far do I have to carry this load?*
 - *Is there a clear path for me to travel with this load?*
 - *Are there any closed doors in my path?*
 - *Will I be able to see where I'm going once I lift the load?*
- Center your body over your feet and let your legs do the lifting.
- Always bend your knees—*not your waist*—when picking up something (or someone).
- Lift in one continuous motion, without jerking. And, avoid twisting your body during the lift. If you must turn, turn with your *feet*, not with your body.
- Report frayed wires on grooming devices like hair dryers or electric shavers to keep you and your clients safe.
 - Consider using a “buddy system” when caring for clients who have a history of being combative. This isn't so you can “gang up” on the client, but so that you can remain safe as you perform client care.
 - Make sure your clients wear supportive, rubber-soled shoes when they are moving around. Wearing only socks will increase their risk of falling. (Wearing closed toe, rubber-soled shoes will keep you safe, too!)
- Remember that some people feel lightheaded when their body temperature drops. Help your clients maintain an even body temperature by dressing them appropriately for the weather and keeping them away from drafts.
- Be sure to adjust your clients' clothing when they are seated in wheelchairs to keep the clothes from being pulled into the wheels.
- Make sure your clients have access to call bells or other devices they can use to get your attention when needed. Be sure that all their needs—including safety issues—have been addressed before leaving *any* client unattended.

Look straight ahead while lifting. Don't look down.



Basic Grooming Tips That Matter

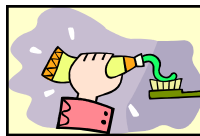
Good Hair Days

- Those with fragile hair do better when the hair is brushed for a short time because too much brushing can damage this type of hair.
- African-American clients may prefer that a wide-tooth comb or pick be used on their hair.
- People of Asian heritage often have thick, oily hair that does well with plenty of brushing.
- Wigs with tangles? Comb the ends of the hair first, using a spray bottle of water to loosen the tangles.



Open Wide!

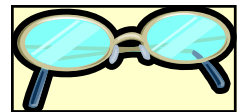
- When brushing a client's teeth, use gentle brush strokes—especially when cleansing the tongue from front to back.
- When clients refuse to open their mouths for mouth care, brush the outsides of their teeth only (with their permission) and report the incident to your supervisor.
- To clean the tongue, dentists recommend the use of tongue scrapers instead of tooth brushes. If your client doesn't have a scraper, use a sponge-tipped mouth swab (toothette) instead.
- Lemon and glycerin mouth swabs are good for soothing the insides of clients' irritated mouths. However, avoid using them every day because they can harm the teeth, and cause some people to develop a discharge in the back of their mouths that can interfere with breathing and swallowing.
- When you can't find dentures, try looking in wastebaskets or garbage cans. Clients sometimes wrap them in tissues and napkins and they are accidentally thrown away.



- Can't get dentures into a client's mouth? Are the dentures too loose for that client? You may have the *wrong* dentures. Confused clients can wander into other people's rooms where they may take and/or swap dentures from one client's bed side stand to another.

The Eyes Have It

- Missing eyeglasses have been located in staff lounges in sweater and coat pockets—"gifts" from wandering clients.
- Artificial eyes should be kept in marked containers. Clients have been known to wrap them in tissues; missing artificial eyes have been found in bed linens placed in laundry bins.
- Complaints of blurred vision? Bent eyeglass frames and scratched lenses can cause this problem. Glasses are like good jewelry. Handle them gently, put them on and off with both hands, and keep them in their cases when not in use.
- Contacts work best when stored in containers filled with contact solution. Contact lenses and long fingernails do not mix well, so keep nails clean and short.



If Hearing Aids Could Talk...

- They'd tell you they don't like water or other liquids. Forget hairsprays or gels when they are in use, and keep them away from heat and out of reach of pets.
- A hearing aid without sound? Check the battery, on/off switch and volume control.
- Follow your workplace guidelines for cleaning and storing hearing aids. (And remember...they are expensive little devices, so handle them carefully!)



Q & A About Dressing & Grooming

Q: Many of my elderly clients insist that I trim their toe nails. Is this okay?

A: Check with your supervisor first. Your clients may have medical conditions, like diabetes, that put them at risk for infection. And, even if your elderly clients are healthy, their toe nails may be very difficult to trim since nails harden as we age. Many older people get their toe nails trimmed by a podiatrist. TIP: To break the routine of daily personal care, you might try playing “beauty parlor”. Have your client soak her hands in warm water while you make up the bed. Then, rub her hands with lotion... and if time allows, put a coat of polish on her nails.

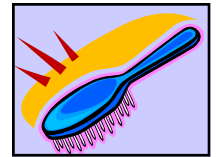
Q: What can I do when a client complains that her roommate stole her sweater?

A: Make sure the sweater actually belongs to her. If so, tell her you will look into the situation. Then, approach the roommate *alone* and, instead of demanding she take off her roommate’s sweater, stay calm and say something like, “Mrs. Jones, I just found this sweater in your closet. The color goes so well with your eyes and it is much warmer than the one you have on. Let me help you change.” If possible, give the original sweater back to its owner *in private*.

Q: What’s the best way to help change the top clothing on someone with an IV?

A: To remove the dirty shirt or gown, take it off the arm *without* the IV first. Then, ease the top gently down the arm with the IV. Remove the IV bag from the pole and hold it in your hand—keeping it at a level *above* the client’s arm. Continue sliding the top over the IV bag, tubing and the client’s hand. Next, hang the IV bag back on the pole. To put a clean shirt or gown on the client, reverse the process, starting with the arm *with* the IV. NOTE: Do not attempt this process if your client’s IV bag is running through an IV pump. Ask your supervisor for assistance.

Q: What can I do if a confused client grabs my hair while I am brushing hers?



A: If you work in a facility, pull the call bell to get assistance. Keep calm as you place one of your hands higher than where her hand is. Gently take hold of *your* hair so your scalp does not hurt as much. Slowly slide your other hand down as far as you can without touching the client’s hand. Divert her attention and she may forget what she is doing and let your hair go. She may have just wanted to touch you and does not realize she is hurting you. When others arrive to help you, let them know to talk softly and move slowly. Sudden, fast movements could make the client fearful and agitated.

It takes patience and understanding to stand back and let your clients “do for themselves”. However, allowing your clients to maintain as much independence as possible when it comes to dressing and grooming can affect their health in a positive way—and enhance their overall quality of life.

For additional information about personal care, ask your supervisor about the following In the Know inservices:

- Bathing Tips
- Performing Mouth Care
- Using Assistive Devices
- Activity in the Elderly

IN THE KNOW
Developing Top-Notch CNA's, One Inservice at a Time



A Personal Care Module: Dressing & Grooming Tips

Are you "in the know" about dressing and grooming your clients?
Circle the best choice and then check your answers!

1. TRUE or FALSE

Clothing items help protect the skin and maintain body temperature.

2. TRUE or FALSE

Electric razors are safe to use with all clients.

3. TRUE or FALSE

Giving short, simple instructions on how to get dressed can be helpful for a confused client.

4. Standard Precautions during the dressing process include wearing gloves:

- A. Whenever you touch soiled clothing.
- B. Only when blood is present.
- C. Only when urine or feces is present.
- D. When brushing a client's hair.

5. TRUE or FALSE

Adaptive clothing items make dressing and undressing easier.

6. Which of the following shows that you respect your client's rights?

- A. Identifying yourself as you enter a client's room.
- B. Allowing your client to choose which clothes to wear.
- C. Putting your client's personal belongings back where you found them.
- D. Encouraging your client to get involved in his own personal care.
- E. All of the above.

7. A client is *probably* in pain if, while you are helping her dress, she:

- A. Tells you to go away.
- B. Complains of being tired.
- C. Clenches her teeth and cries.
- D. Refuses to put on her blouse.

8. TRUE or FALSE

Eyeglasses, dentures and hairbrushes should all be kept clean and dry as they tend to collect bacteria.

9. TRUE or FALSE

If your client is weak on one side, it is best to dress the *stronger* side first.

10. TRUE or FALSE

You should try to praise your clients as much as possible during the dressing and grooming process.

EMPLOYEE NAME (Please print):

DATE: _____

- I understand the information presented in this inservice.
- I have completed this inservice and answered at least eight of the test questions correctly.

EMPLOYEE SIGNATURE:

SUPERVISOR SIGNATURE:

Inservice Credit:

<input type="checkbox"/> Self Study	1 hour
<input type="checkbox"/> Group Study	1 hour

File completed test in employee's personnel file.