**What to do:**

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### EATING AND DRINKING

**Watch for:**
- Coughing while eating or drinking, or difficulty chewing or swallowing. These could be signs of health issues.
- Potential signs of dehydration or poor nutrition, such as:
  - dry mouth
  - dark urine
  - Constipation
  - feeling tired
  - rapid weight loss or gain

**What to do:**
- Encourage clear fluids by saying something like: “Drinking enough fluids (usually 6-8 cups), every day can help you feel your best.”

**What to do (continued):**
- Encourage healthy beverages and whole foods instead of processed ones, which are often high in chemicals, sugars, salts, and unhealthy fats. For example water instead of a soft drink; or a baked potato instead of French fries.
- Learn more about your client’s eating preferences by asking questions such as:
  - “Do you have a favourite meal of the day/why is it your favourite?”
  - “What are some of your favourite foods?”
  - “Do you prefer to eat at certain times of the day, or does it change based on when you feel hungry?”

### PAIN

**Watch for:**
- Signs that your client may be experiencing pain:
  - Facial expressions, like grimacing (which usually includes eyes squeezed closed or almost closed and teeth clenched)
  - Body postures, like rubbing parts of the body or protectively holding parts of the body
- Verbal expressions like:
  - groaning
  - crying out
  - or being unusually quiet

**What to do:**
- Ask your client:
  - “Are you having pain?”
  - “Is your pain new or one that you have been living with for some time?”
  - “Is your pain mild, moderate, or severe?”

**What to do (continued):**
- Ways that you might be able to help:
  - Encouraging physical activity as long as it doesn’t make their pain worse
  - Trying to re-direct your client’s focus away from the pain, such as suggesting an activity or having a conversation
  - Helping them get into a comfortable position, using pillows to support them as needed

### CONTINENCE

**Watch for:**
- Signs of urinary incontinence such as:
  - Rushing to the bathroom and not making it
  - Peeing when laughing, coughing or sneezing
  - Clothing, bedding or furniture that are wet or smell like urine

**What to do:**
- Start a respectful conversation such as:
  - “I know that passing urine accidentally can be embarrassing, and most people don’t want to talk about it, but I noticed that your clothes (bedding, furniture, etc.) are wet, and having urine next to your skin can cause your skin to break down. I would like to help you to stay comfortable, clean, and dry.”

**What to do (continued):**
- Emptying your bladder completely every 3-4 hours during the day and before going to sleep whether you feel the urge to go or not.

### MEDICATIONS

**Watch for:**
- Difficulty taking medication, such as having a hard time opening packaging, or remembering to take them.
- Signs that your client does not want to take their medications such as hiding or discarding medication.
- Pills on the floor – this may be a sign of either difficulty taking medication or not wanting to take medication.
- Possible side effects; while you may not know what medications your client is taking or the potential side effects, watch for any changes in behaviour, for example: nausea, vomiting, dizzy, tired.

**What to do:**
- If you see pills on the floor, start a respectful and helpful conversation with your client, such as “I noticed pills on the floor. Do you know how these got there?”
- If your client appears to need help managing their medications, suggest that they speak to their primary care provider or pharmacist. Offer to get the pharmacist on the phone for them, if appropriate.
PSW Pocket Guide printing instructions:
Select “Actual Size” (not “fit”), set to print on both sides and select “flip on long edge”.

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2 Fold the pocket guide like a fan

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