

Module 5: Basic Human Needs

Objectives

- Explain Maslow’s Hierarchy of Human Needs.
- Discuss different cultures and religions you might encounter in the workplace.
- Explain how you can be mindful of the importance of each Consumer’s culture and religion.
- Explain the importance of allowing Consumers to make their own choices and how you would handle choices they make that are not in their care plan.

Key Terms

- Maslow’s Hierarch of Human Needs
- Family
- Culture
- Religion
- Individuality
- Choices
- Independence

Content

REFERENCE TEXTBOOK: UNIT 1: CHAPTER 6 – THOSE WE CARE FOR	
TEXTBOOK SECTION	NOTES
Basic Human Needs*	
• Maslow’s Hierarchy of Human Needs*	Include: <ul style="list-style-type: none"> • Figure 6-12*
• Physiological needs*	
• Safety and Security Needs*	
• Love and Belonging Needs*	
• Self-Esteem Needs*	
• Self-Actualization Needs*	
Human Sexuality and Intimacy*	
Culture and Religion*	
Helping Hands and a Caring Heart: Focus on Humanistic Health Care*	Paragraphs 1 and 4 only
A Person’s Family*	Paragraphs 1 and 2 only
What Did You Learn?*	Questions 2, 4, 5, 6, 7 only
SUPPLEMENTAL INFORMATION	
Individuality	Each Consumer you work with is an individual (a unique person) and should be treated as such. A Consumer may have the same diagnosis as somebody else, but they will not have the same life experience, family, personality, successes, or barriers. It is important to always keep this in mind. You should know the Consumers you work with well enough so that you can see them for who they were, who they are, and who they can be.

	<p>Every Consumer has individual strengths, abilities, and needs. Even those Consumers with similar appearance, age, and/or diagnoses may be significantly different from each other.</p>
<p>Choices</p>	<p>One of the ways that people gain control over their lives is to have choices about what they do, who they spend time with, where they go, and what they eat. Moving into a nursing or residential care facility or using home care does not remove a Consumer’s right to choose. The Consumer should still make all the decisions or choices that he/she is able to make. Sometimes staff members think that a Consumer is not making a “good” choice. It may not be the choice that staff members would make, however, it is the right of the Consumer to make that choice. In addition, it is your job to support that choice – regardless of whether you agree with the decision or not – unless, the consequences of the choice would be dangerous for the Consumer.</p> <p>Some Consumers have been making their own choices all of their lives and would resent having staff members take over for them. Can you remember a time when someone told you what you had to do and it wasn’t what you wanted to do? Imagine being told at the age of 83 you had to go back to your room because it is not time for supper. For many Consumers, sitting around the kitchen table was a place of socialization.</p> <p>Other Consumers have never really had the chance to make choices. They may have lived in institutions or been in families where other people made all of the choices. They may need help in learning how to make choices on their own. It is your job to be respectful of the Consumer’s choice as long as they are not endangering themselves. Each individual needs to decide what they want to learn, to do, or to be.</p>
<p>Independence</p>	<p>People need help in certain areas of their lives. This does not mean that they need to have someone doing everything for them. It is important that Consumer’s do as much for themselves as they can for as long as they can. For some Consumers, this will mean learning new skills to become more independent than they were before. For others, this will mean keeping their current skills for as long as they can. It may not seem very efficient at times, but having a Consumer get his own cup of coffee for as long as he is able to is highly</p>

	<p>desirable. Promoting independence by encouraging Consumers to use the skills they already have is one of the important roles of staff in all work environments.</p>
<p>Behavior</p>	<p>All human beings display behavior. Behavior consists of nothing more than actions displayed in response to stimuli. For example, you give a Consumer a cup of coffee. The Consumer drinks it. Your behavior was going and getting the coffee. In response to your offer, the Consumer displayed the behavior of the drinking the coffee. We see behavior everyday - at home and at work. Most of the time, the behavior is predictable and considered “appropriate” for the situation, so our expectations are satisfied.</p> <p>The PSS needs to identify and understand Consumer behavior and respond appropriately. Behavior is both purposeful and learned. A person does something in order to satisfy a need or desire. If that need or desire is satisfied, the person is more likely to repeat the behavior the next time the situation arises. Behavior is not considered positive or negative- it just “is” or exists. A Consumer may throw himself on the floor when he sees McDonald’s. He has learned that this behavior will cause his family to buy him a milkshake which satisfies his hunger needs. For this Consumer, “throwing himself on the floor” is an effective behavior because it satisfies a need. In care for Consumers, it is important for the PSS to avoid labeling behavior as “difficult”, “bad”, or “negative”. The challenge is to support the Consumer in getting their needs met in ways that do not prevent other people from meeting their own needs.</p> <p>Whatever behavior a Consumer exhibits, the PSS must respond appropriately. Some behavior may stimulate unpleasant feelings and emotions in you. You will have to find ways to control any urges to respond negatively to Consumers that anger you. A calm and caring response to Consumer behavior should have a positive effect on the situation and may give you an opportunity to better understand the Consumer’s behavior. The Consumer may have every reason to be angry. It may help to discuss the Consumer’s behavior with your supervisor. Your supervisor may be able to help you find ways to respond effectively both to the Consumer’s behavior and to your own reaction to it.</p>