

# Introduction



Do you know what care work is?

Care work is a job that helps the elderly and people with mental or physical disabilities in their daily lives.

So, a caregiver is called a "helper" in Japanese.

You can help people in need.

It's hard work, but it makes you happy to see people smile.

Also, you can learn a lot of Japanese in this job.

You can learn about the Japanese lifestyle.

When you listen to the stories and songs of the elderly, you can learn about the Japanese culture in the past.

What you have learned in this job will make it easier for you to help your family are in need.

Also, it will help you one day when you become elderly.

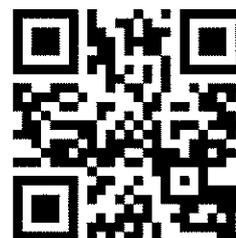
This book explains care work in easy Japanese and plain English.

If you use the QR code on the plain English pages, you can see the same plain English pages on the website.

Those make it easier for you to change them to your own language.

Let's study together to become such a caregiver "helper" who can make people think, "I can relax when I'm with you."

# Contents



1. Care work	E1
1) What kind of work is it?	E1
(1) Care work is to help people with difficulties in their daily lives.	E1
(2) The most important thing in care work is consideration.	E2
(3) Care work values human rights (the right to live as a human being).	E3
• Dignity (the right to be valued as a human being)	E3
• Privacy (the right to keep secret what one doesn't want others to know)	E3
• The right to self-determination (the right to decide for oneself)	E4
(4) Care work values Quality Of Life . <QOL : the feeling of being happy to be alive>	E5
• Care work supports people's independence (supporting people's desire to make their own decisions and do as much as possible on their own.)	E6
• Care work values the individual's motivation (the feeling "I want to do it." )	E8
2) Places where "helpers" (caregivers) work	E9
(1) Homes where people needing care are living.	E9
(2) Places where people needing care attend from home.	E9
• Day service for the elderly	E9
• Day rehabilitation service	E10
• Short-stay daily-life care service	E10
(3) Places where people needing care gather to live.	E10
• Group home for the elderly with dementia	E10
• Social welfare facility for the elderly requiring long-term care	E11
(4) Places where people needing care are hospitalized.	E11
• Hospital	E11
• Health service facility for the elderly requiring long-term care	E12
• Care provider medical facility	E12
(5) Other care services	E12
3) You don't need to have any qualifications to work.	E13

<b>4) You can earn qualifications while working.</b>	E14
(1) Initial training seminar	E14
(2) Practical training seminar	E14
(3) The certification for care workers	E15
(4) Authorized care worker	E15
(5) Long-Term Care Support Specialists (Care manager)	E15
<b>2. Communication</b>	E16
1) Communication you can do even if you can't speak Japanese well	E16
2) Greetings	E17
3) Talk to them so they can make a choice.	E18
4) " Report, contact, consult" and check, record	E19
(1) Report, contact and consult	E19
(2) Check	E19
(3) Write and read the records.	E20
<b>3. Safety and Peace of mind</b>	E21
1) Safety and Peace of mind for the care-given people	E21
(1) Watch over them.	E21
(2) Do not mistake a person for another.	E22
• Don't give them the wrong medicine.	E23
(3) Do not let them get burned.	E24
• Be aware of the temperature of foods and drinks.	E24
• Be aware of the temperature of the bathwater and shower.	E24
• Avoid low-temperature burns.	E24
(4) Do not get them injured.	E25
• Avoid falling over.	E25
• Avoid falling out of bed or chair.	E26
• It is dangerous if something falls from a high place.	E28
• Avoid wheelchair accidents.	E29
• Avoid motorized bed accidents.	E31
(5) Prevent erroneous swallowing. Do not get them choked.	E32
• Prevent erroneous swallowing.	E32
• Do not get them choked.	E34
(6) Do not get them infected.	E37
• When you are infected.	E37
• When you are not infected.	E38

• Mask, apron, gown, gloves, etc.	E39
(7) How to call an ambulance.	E41
2) Safety and Peace of mind for “helpers”	E42
(1) Avoid back pain.	E42
• How to posture and breathe when lifting a heavy object.	E42
• Use a cart and/or elevators.	E43
• What to be careful about while working.	E44
• Do some exercises to avoid back pain.	E47
(2) Follow the manual.	E50
(3) Write care records.	E51
(4) Workers’ compensation insurance for job-related accidents	E52
(5) Don’t worry too much.	E53
4. What you should not do.	E54
1) Do not think of the care-given people as “weak people”	E54
2) Do not punish the care-given people.	E54
3) Do not tell lies to the care-given people.	E54
4) Do not abuse the care-given people.	E55
(1) Physical abuse (damaging their body)	E55
(2) Psychological abuse (damaging their mind)	E55
(3) Sexual abuse (someone does or let them do something indecent)	E56
(4) Neglect (ignoring their needs)	E56
(5) Economic abuse (theft or mismanagement of personal property)	E57

## 1. Care work

### 1) What kind of work is it?

- (1) Care work is to help people with difficulties in their daily lives.



We do a lot of things in our daily lives.

For example, we sleep, wake up, move, eat, bathe, and do fun things.

There are elderly (aged people, aged men, aged women) and disabled people (people with disabilities) who have difficulties in their daily lives.

Care work is the work to help them.

Care work enables them to live their own lives, even if they are seriously ill or disabled.

(2) The most important thing in care work is consideration.

Consideration means thinking of ways to make people happy.

Beware of misplaced kindness.

Do what they want you to help with.

Don't do what they want to do themselves.

If you do so, they will feel uncomfortable.

Also, if you help them too much, one day they will not be able to do it themselves.

For example, though she can walk using a walking stick, you use a wheelchair for her to move easier out of kindness.

Then her strength may weaken.

She may not be able to walk using a walking stick anymore.

(3) Care work values human rights (the right to live as a human being)

Everyone has the right to live as a human being.

It is called "human rights".

There are human rights that we should value when we work as caregivers.

- Dignity (the right to be valued as a human being)

Don't treat any person like an animal or a thing.

- Privacy

(The right to keep secret what one doesn't want others to know)

Caregivers often have access to the privacy of the care-given people and their families.

Do not share it with others without consent.

- The right to self-determination (the right to decide for oneself)

Make sure that care-given people can make their own decisions as much as possible.

Caregivers should not make decisions on their own.

If it is impossible to do as they want, be sure to explain the reason, so that they can think, "OK. I understand."

(4) Care work values Quality Of Life. <QOL: the feeling of being happy to be alive>

There is a term called QOL (Quality of Life).

Which means to be happy to be alive.

It is difficult for people to live in a painful and sad state of mind.

It is also difficult to live with the feeling "I'm useless".

Please be considerate of their thoughts and feelings.

- Care work supports people's independence (supporting people's desire to make their own decisions and do as much as possible on their own.)

Everyone has different likes, dislikes, and beliefs about what is important in life.

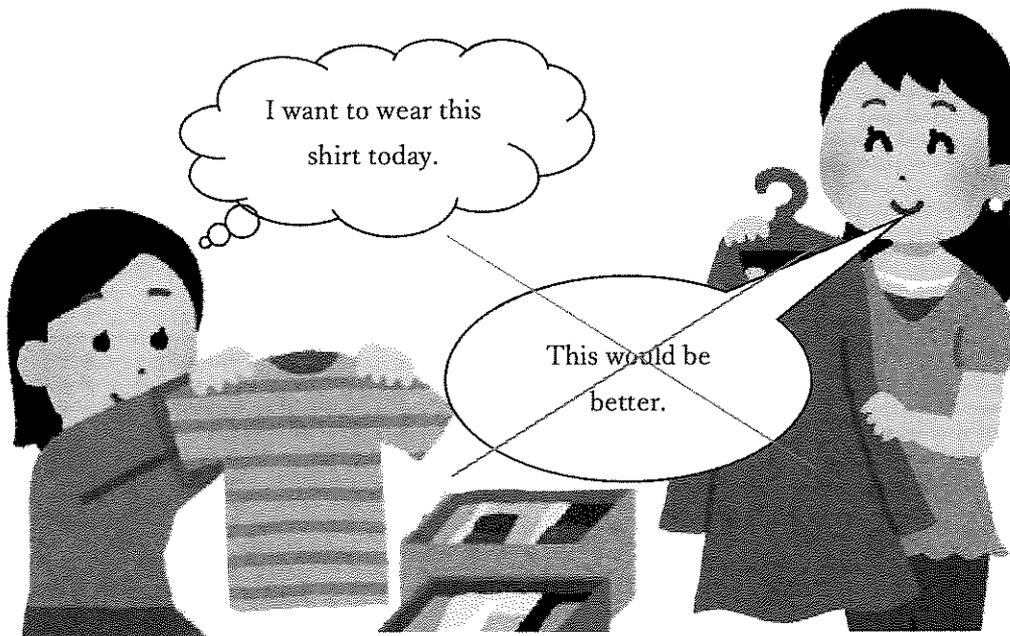
Each person moves the body in a different way.

Each person has different problems.

Different homes, different families, different ways of using money, and different rhythms of life.

Let the people be able to decide for themselves what they want to do and how they want to do them.

Caregivers should not decide the way to do on their own, saying, "This way would be better.



There are some important things you need to be aware of.

The word "independence" usually means "to decide and do one's own activities by oneself.

But "independence" which is used in care work means a little different.

Though they can do it by themselves, don't let them take too much time, get too tired, or feel "never want to do it again."

Independence support is designed to help people choose what they want to do by themselves and what they need help with.

- Care work values the individual's motivation (the feeling "I want to do it.")

People often feel sad and lose their motivation when they get sick or get more things they can't do by themselves.

Don't let them think, "It's easier to have someone else do everything for me, so I won't do anything myself."

Support them to think, "I want to do what I can do now by myself."

Support them so that they can enjoy what they can do.

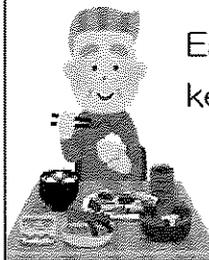
Support them to feel like trying new activities.



Exercise to avoid weakness.



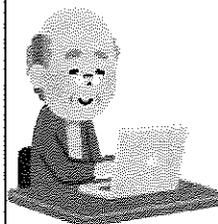
Brush my teeth to avoid losing them.



Eat properly to keep healthy.



Never give up on learning something



I'll try something new.



We take a walk so we can keep walking.



Have fun with others to avoid feeling alone and lonely.

## 2) Places where “helpers” (caregivers) work

Care work is a job to help people with their difficulties in their daily lives.

So, caregivers work at places where people in need are living.

In this section, we show you where caregivers work for elderly people.

### (1) Homes where people needing care are living.

Caregivers go to the homes of people in need and support them there.

### (2) Places where people needing care attend from home.

- Day service for the elderly

It is a place for people who have difficulty with bathing and eating meals.

They receive care including taking a bath, eating a meal, etc.

They also enjoy chatting, exercising, and recreational activities.



- **Day rehabilitation service**

It is like a day service for the elderly, but it includes the rehabilitation service (therapy to ease difficulties in movement).

- **Short-stay daily-life care service**

It is a place where people who need nursing care stay when their families are exhausted or unable to take care of them because of their errands.

**(3) Places where people needing care gather to live.**

- **Group home for the elderly with dementia**

It is a place for people who have difficulties with living on their own.

They live together and receive home-like services.

They cook and do enjoyable activities together.

Caregivers help them do what they can so that they can enjoy their life with their abilities even if they have something difficult to do.

- **Social welfare facility for the elderly requiring long-term care**

This is a place for elderly people with a lot of needs.

They live in the facility.

Some of them live in individual rooms, and some of them live in group rooms.

There are not only caregivers but also nurses working at the facility since the elderly often get sick.

(4) **Places where people needing care are hospitalized.**

- **Hospital**

Caregivers support the non-medical life of people who are recovering from illnesses in hospitals.

- **Health service facility for the elderly requiring long-term care**

It is a facility for people who have difficulty going home directly from the hospital.

They are rehabilitating there to go home.

Caregivers support their non-medical life.

- **Care provider medical facility**

It is a facility for people who need long-term medical care.

Caregivers support their non-medical life.

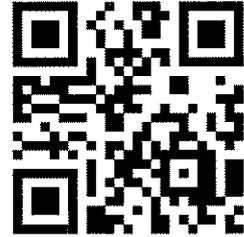
(5) **Other care services**

There are many other services in which caregivers work.

3) You don't need to have any qualifications to work.

You don't need to be qualified to work as a caregiver.

But there are some jobs you can do and some jobs you can't do without qualification.



When caring for elderly people who have difficulty moving their bodies, the wrong approach cause injury.

There are many jobs with less risk of injury in the daily life support.

For example, cleaning and laundry support are less likely to cause injury.

So, you can do them without qualification.

If you have a driver's license, you can also drive pick-up buses for day services for the elderly and so on.

#### 4) You can get qualifications while working.

You can get qualifications while working as a caregiver.

It's hard to work and study at the same time.

But if you study hard, you can get the qualifications.

The more qualifications you have, the more jobs you can do.

You can increase your salary.



#### (1) Initial training seminar

You can start studying as soon as you start working as a caregiver.

With this qualification, you will be able to support people who have difficulty moving their bodies.

#### (2) Practical training seminar

You can start studying as soon as you start working as a caregiver.

But you have to learn many difficult things.

The Japanese you have to study also include more technical terms.

Instead, if you study hard, you will be able to gain enough Japanese language skills to get a higher qualification.

**(3) The certification for care workers**

After you finished practical training and have been working as a caregiver for more than three years, you can take the exam.

The care worker is a national certification.

**(4) Authorized care worker**

After you got the certification for care worker and have been working as a care worker for more than five years, you can take the training,

The authorized care worker is a private certification.

**(5) Long-Term Care Support Specialists (Care manager)**

After you got the certification for care worker and have been working as a care worker for more than five years, you can take the exam.

Long-Term Care Support Specialists (Care manager) is a prefectural qualification.

## 2. Communication

Some of you may be worried because you don't understand Japanese well.

If you can't speak at all, you may be in trouble.

You must talk about the jobs with other caregivers.

So, please try to learn Japanese as much as you can.



### 1) Communication you can do even if you can't speak Japanese well

Even if you don't understand Japanese well, there are still ways to communicate.

We want you to become kind people who can understand the feelings of others.

Even if you don't talk much, we want such kind people to become caregivers.

When someone is feeling sad or distressed, just being close to them can be enough to heal them.

When you are with someone cheerful, have fun together.

Please give them your smile.

Someone in good health may teach you Japanese.

It can be one of the ways to support their self-reliance that they feel "I want to teach you Japanese as well as I can."

And the more you improve your Japanese, the more they will be happy to see you.

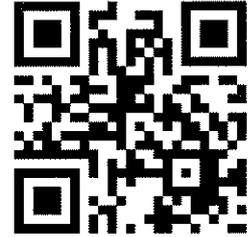
## 2) Greetings

Japanese people think that greetings are very important.

If you can greet people, they will think you are a good person.

Here is a collection of greetings that are worth remembering.

Please try to remember and use them.



When greeting someone, look them in the eyes.

① "Good morning." ② "Hello." ③ "Good evening."

④ "It's a beautiful day." ⑤ "It's a terrible day."

⑥ "It's warm." ⑦ "It's hot." ⑧ "It's cool." ⑨ "It's cold."

⑩ "How are you?" ⑪ "Did you sleep well?"

⑫ "Nice to meet you," "I hope we shall have a good time together," etc.

⑬ "Thank you very much." ⑭ "Thank you very much (for something in the past)."

⑮ "I'm sorry." ⑯ "Excuse me."

⑰⑱ The phrases to express appreciation for the people who prepare the food and for all the food we eat. "Itadakimasu" is for before a meal, "Gochisousama deshita" is for after a meal.

⑲ "Enjoy the meal." ⑳ "Please."

㉑ "I am leaving now, see you later." ㉒ "Okay take care, bye-bye."

㉓ "I am back." ㉔ "Welcome back."

㉕ "I admire you for your hard work."

㉖ "Goodbye." ㉗ "Good night."

㉘ "See you tomorrow." ㉙ "See you next week."

㉚ "Please, Come again."

㉛ "May I come in?" ㉜ "Thank you for your time. Goodbye."

㉝ "Excuse me." ㉞ "I am sorry to have bothered you."

㉟ "I will come again." ㊱ "I will come again." (polite)

### 3) Talk to them so they can make a choice.

Talk to them so they can make a choice.

For example, when you want people to sit here, if you say "Please sit here," it becomes like a command, and they cannot make a choice.

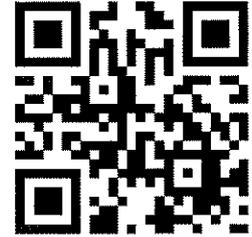
Please say "Would you sit here?" or more politely, "May I ask you to sit here?" Then, they can make a choice of "Yes" or "No."

Of course, if they can sit in any seat, ask them like "Which seat do you want?" or "Where would you like to sit?" so that they can choose their own seat.

When you want them to choose their clothes and other items, it would be better to ask them like "Which one do you choose?" or "Which would you take?"

When you ask them to choose between two things, it is good to say, "Which one would you like?"

For example, if you say, "Which one would you like, coffee or tea?", they can choose their preferences.



#### 4) “Report, contact, consult” and check, record

You need to be able to talk about your job with the people who work together.



##### (1) Report, contact and consult

Reporting is an explanation to your supervisor of what happened.

Contacting is the act of communicating something to someone.

Consultation means asking someone what you should do.

Reporting, contacting, and consulting are very important when working on a team.

If you do your work in your own way and don't tell anyone, it would be out of work on a team.

The first letters of these three words are connected and called “Hou Ren Sou”.

Hou koku



Ren raku



Sou dan

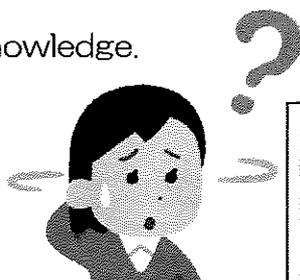


We use it like “When we work in a team, Hou Ren Sou is important.”

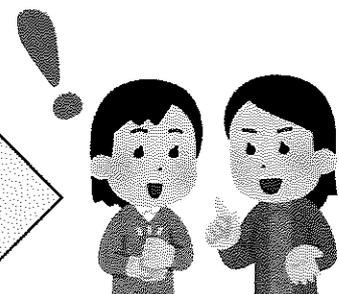
##### (2) Check

Checking means making sure nothing is wrong.

If you are in doubt, be sure to check with someone who has the right knowledge.



If you are in doubt, be sure to check with someone who has the right knowledge.



(3) Write and read the records.

The records are to write down about your job and process.

Write "when", "where", "who", "what you saw", "what you heard", "what you did" and so on.

These days, we use a computer or tablet to make some records.

Writing records is important, but reading them is also important.

First, please learn hiragana and katakana.

Then, if someone writes difficult words in hiragana or katakana for you, you can look them up yourself.

When you can't read kanji (Chinese characters), you can be taught how to read by using hiragana.

The Japanese staff can get easier to help you understand the Japanese language.

### 3. Safety and Peace of mind

#### 1) Safety and Peace of mind for the care-given people

##### (1) Watch over them.

Elderly people are more likely to fall and/or get injured.

They become ill more easily.

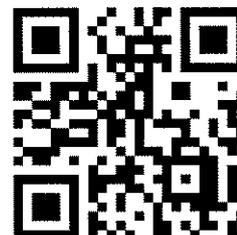
Suddenly, the situation can become life-threatening if an ambulance is not called.

So, caregivers must always be aware of them.

But do not watch them too much.

That will make the elderly nervous.

Please watch over them tenderly.



(2) Do not mistake a person for another.

Make sure you always know whom you are with.

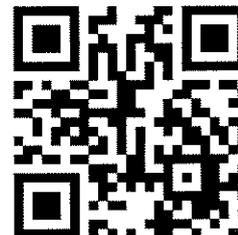
Each person has their own care needs.

It is not good to mistake someone for someone else and  
give them the wrong help.

People who cannot hear well or who have dementia may answer "yes" even  
if you may say a different name such as "Are you OO-san?".

Please remember the names of the people.

When you cannot remember, ask someone who knows their names.



- Don't give them the wrong medicine.

There are accidents such as giving medicines or injections to the wrong person.

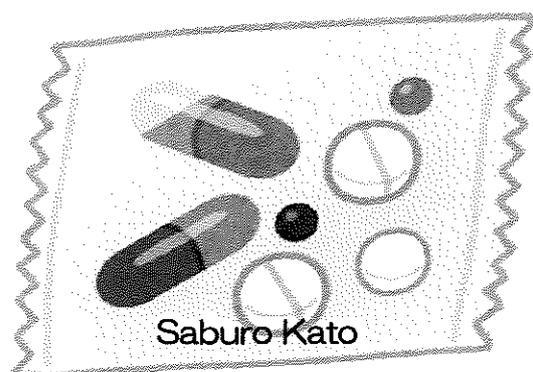
It is called accidental medication.

It can result in death.

To avoid giving the wrong medicine to the wrong person, there are rules in each place.

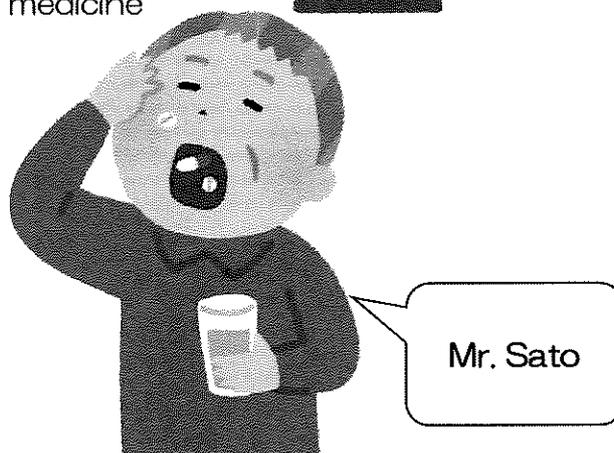
Please follow the rules.

If you are not sure about the rules, be sure to check with someone who understands.



I mistakenly gave Mr. Saburo Kato's medicine to Mr. Tatsuro Sato.

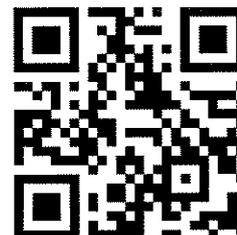
Mr. Sato took the medicine without noticing it.



(3) Do not get them burned.

Some people have difficulty noticing heat due to their illness.

Some people can feel hot but have difficulty leaving.



- **Be aware of the temperature of foods and drinks.**

When serving food or drinks, make sure they are not hot.

Make sure the food or drink is at a temperature that will not burn them if they eat or drink it immediately.

- **Be aware of the temperature of the bathwater and shower.**

Be aware of the temperature of the hot water when they take a bath or shower.

Be sure to check the temperature with your own hands before using them.

- **Avoid low-temperature burns.**

If a warm object is placed on the same spot for a long time, burns may occur.

This is called low-temperature burn.

When it is cold, a heater or hot water bottle may be placed inside the bedding.

People who have difficulty moving should be made sure that the heater or hot water bottle does not touch their bodies.

Use them away from their bodies.

(4) Do not get them injured.

Elderly people get injured easily.

Because many of them are getting poor physical mobility.



• Avoid falling over.

Even at trouble-free places, they may trip and fall.

Make sure they are wearing comfortable shoes.

Many elderly walk holding on to something.

Move away obstacles so that they can hold safely.

They easily trip over even the smallest of steps.

Even a small step can cause them to lose their balance and fall.

They may slip and fall.

Wet places are very dangerous.

Please watch over them so that you can support them when they are about to fall.

Do not leave floors wet when you clean them.

Bathrooms and changing rooms have wet floors.

Please be careful.

- Avoid falling out of bed or chair.

Put side rails on the bed to prevent falling out of bed.

Do not go anywhere with the side rails off.

Remember that each person should be careful not to fall out of the chair.

Do not use a chair that cannot be locked.

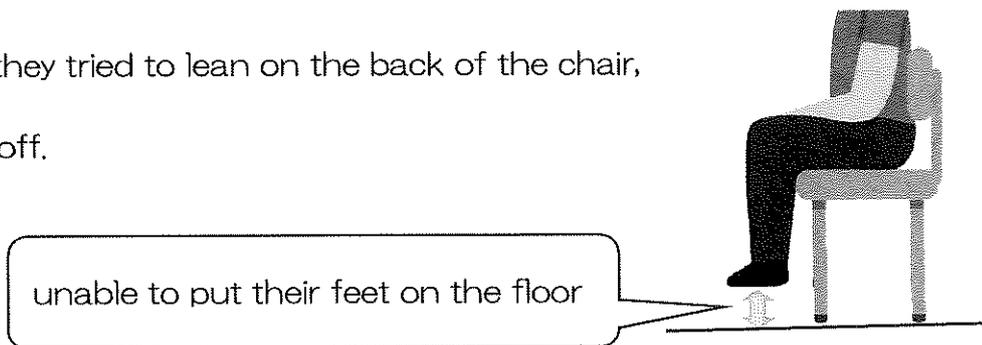
To avoid falling off from the side, use chairs with handrails.

There are some reasons to fall from the front of the chair.

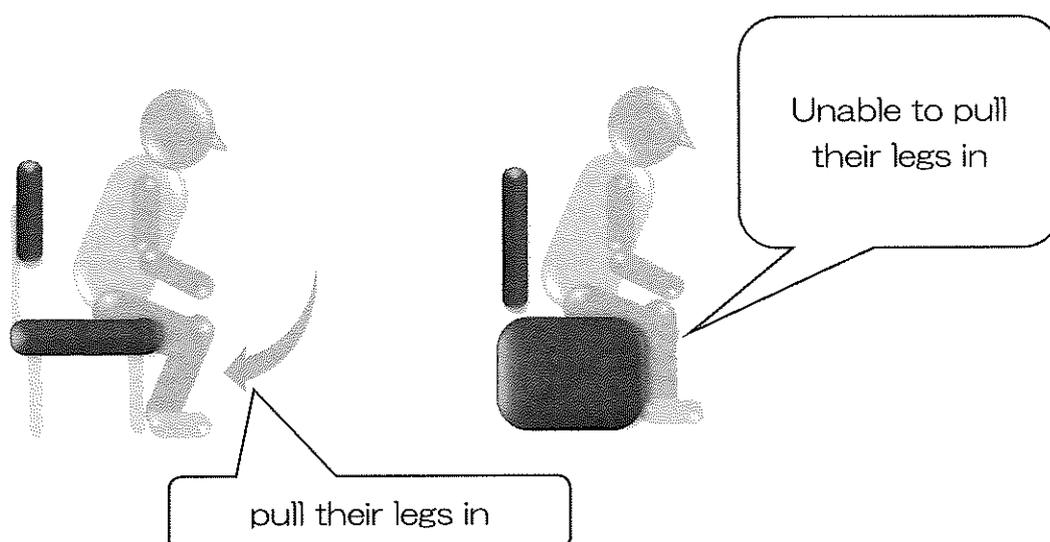
They were in chairs which were unable to put their feet on the floor, and tried to get something in front of them.

Their hips were sore and they were moving little by little and fell off.

When they tried to lean on the back of the chair, they slid off.



They tried to stand up, but the chair did not allow them to pull their legs in (bend their legs toward them).



They lost their balance when they tried to stand up.

- It is dangerous if something falls from a high place.

Many earthquakes occur in Japan.

If something is placed in a high place, it may fall down and be dangerous.

Please do not put things in high places.

If you must put something in a high place, please fix it so that it will not fall down.

Please also anchor shelves and other items that are prone to falling.

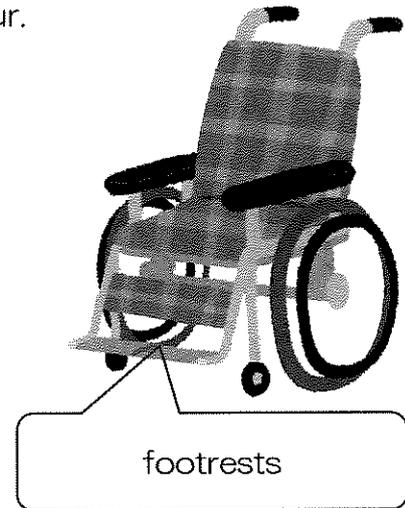
Do not sleep or sit near a shelf that is prone to tipping over or where objects are placed in high places.

- **Avoid wheelchair accidents.**

People with difficulty in walking may use a wheelchair.

Remember common accidents that can occur with wheelchairs.

Be very careful when an accident is likely to occur.



The wheelchair may topple over when the user tries to reach for something in front of the wheelchair with the feet on the footrests.

If the feet fall off from the footrests, the feet may be caught in the wheelchair.

Do not hit their hands, knees, or feet.

Do not get their hands or clothes caught in the wheels.

If they do not seat properly, they may slip out of the wheelchair.

Please have them seated properly.

- **Avoid motorized bed accidents.**

People who have difficulty getting up may use motorized beds.

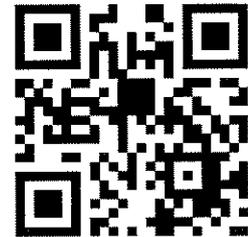
When moving a motorized bed, if you do not pay attention, an accident may occur in which their body gets caught.

Do not use the remote control of the motorized bed while you are looking away.

(5) Prevent erroneous swallowing.

Do not get them choked.

Many of them have difficulty swallowing well when eating or drinking.



• Prevent erroneous swallowing.

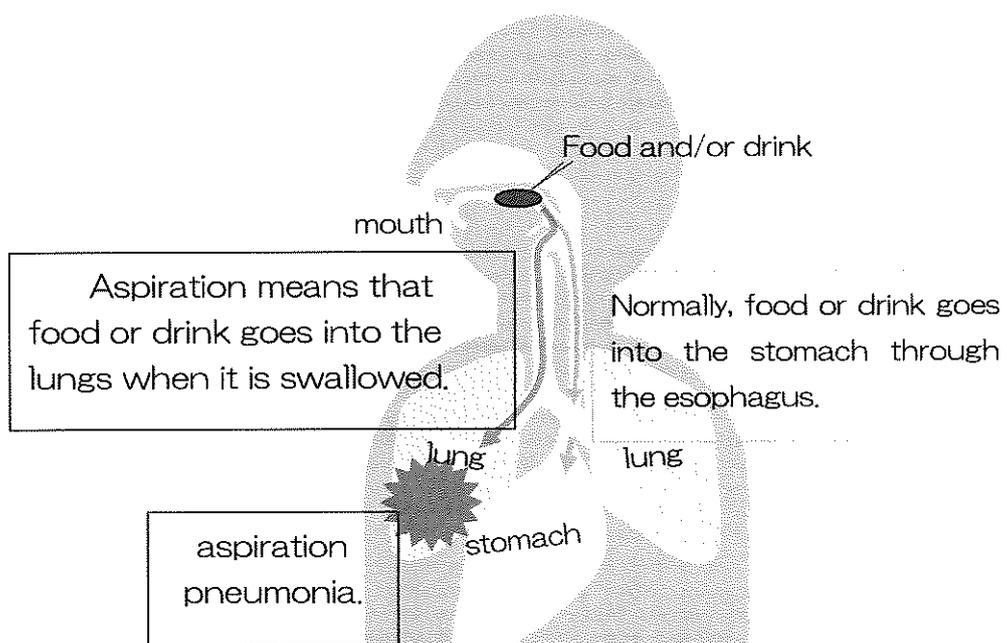
Aspiration means that food or drink goes into the lungs when it is swallowed.

Aspiration can lead to pneumonia.

It's called aspiration pneumonia.

Aspiration pneumonia is very difficult to cure.

It may not be cured, and the patient may die.



Bad posture makes it easier to aspirate.



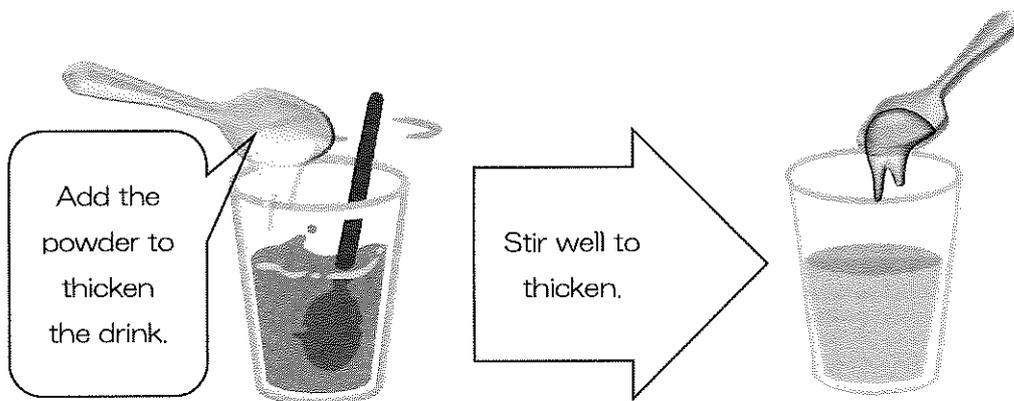
Body is leaning.

For those who are at risk of aspiration, we thicken the drink.

The amount of powder to thicken depends on the ability to swallow.

Each person has a specific amount.

Please make sure how much you should add.



- Do not get them choked.

Sometimes, when people try to swallow food, they are unable to do so and the food gets stuck in their throat.

When food gets stuck in the throat and makes it impossible to breathe, it is called choking.

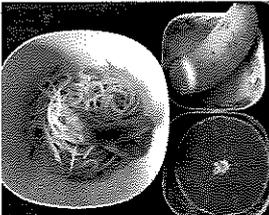
People who stuff a lot of food into their mouths tend to choke easily.

People who swallow without chewing are also prone to choking.

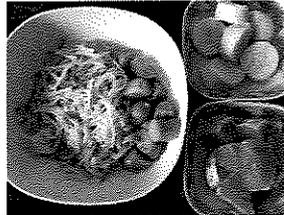
When licking candy, the candy may accidentally go down the throat, leading to choking, too.

If they try to swallow rice cakes or dumplings without chewing them well, they may not be able to swallow them, and their throat may become choked.

If people who have difficulty swallowing and can only eat special meals are mistakenly served a meal that was intended for someone else, they may not be able to swallow it properly and may aspirate or choke on it.



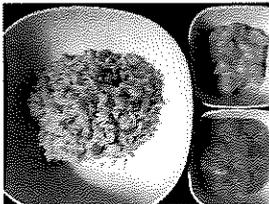
Regular meal  
<Normal meal>



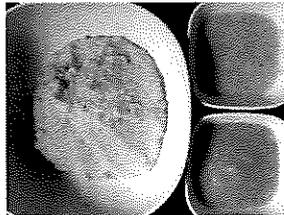
Bite-sized meal  
<A meal cut into  
a bite-size>



Shredded meal  
<A meal cut into  
small pieces>



Ultra-shredded meal  
<A meal cut into  
Very small pieces>



Pureed meal  
<A meal pureed  
In a blender>



If people talk while foods are still in their mouth, aspiration and choking can easily occur.

Some people eat things that are not intended to be eaten.

This can also cause choking.

They will die in a short time if they can't breathe.

You must help them immediately if they are choking.

Immediately call for help with a strong tap on the back.



Some people have difficulty balancing in the bath because their bodies float.

Some people fall asleep while bathing.

If their face gets into the hot water, they cannot breathe and die.

The amount of hot water should be kept so that the body does not float.

Do not let them fall asleep in the bathtub.

(6) Do not get them infected.

The term “infectious disease” is used to refer to illnesses that affect people.

Infectious diseases are caused by bacteria and viruses.

We have immune systems that fight bacteria and viruses when they enter our bodies and prevent us from becoming ill.

Many elderly people have weakened immunity.

Therefore, elderly people are more easily affected by infectious diseases.



• When you are infected.

If you are suffering from an infectious disease, stop working.

If you have a fever, cough, diarrhea (watery stools), or vomiting, call your workplace first.

Then go to the hospital to check if you have an infectious disease.

Please make sure when it is safe to return to work.

- When you are not infected.

Even if you are healthy, you may still transmit the infection to the elderly.

Touching the elderly with your hands contaminated with bacteria or viruses can get them infected.

You can't find bacteria and viruses even if you see where they are.

You can't find whether bacteria or viruses on your hands or not.

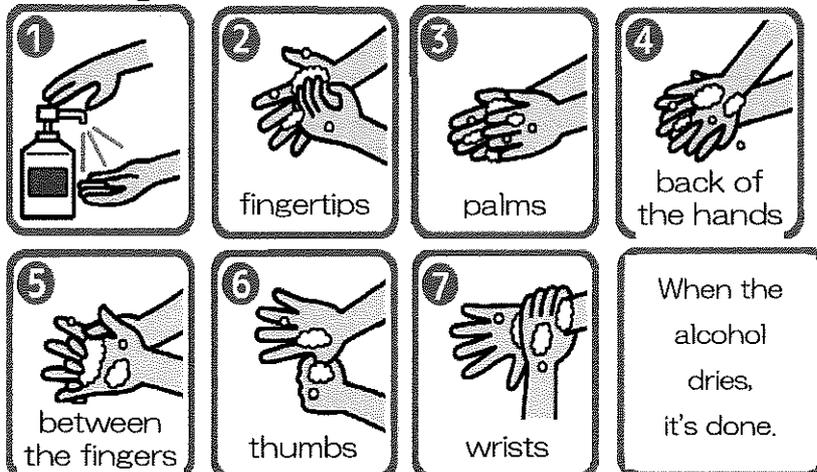
Please clean your hands before touching the elderly.

There are two ways to clean hands: washing hands with soap and water, or disinfecting hands with alcohol.

#### Washing hands with soap and water

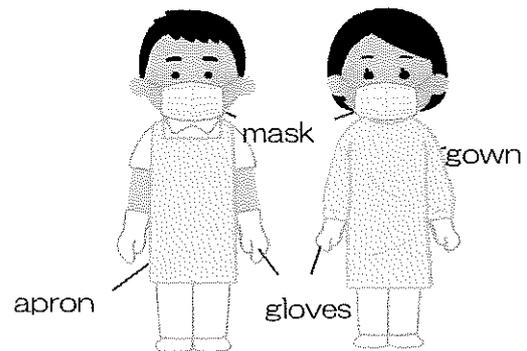


#### Disinfecting hands with alcohol



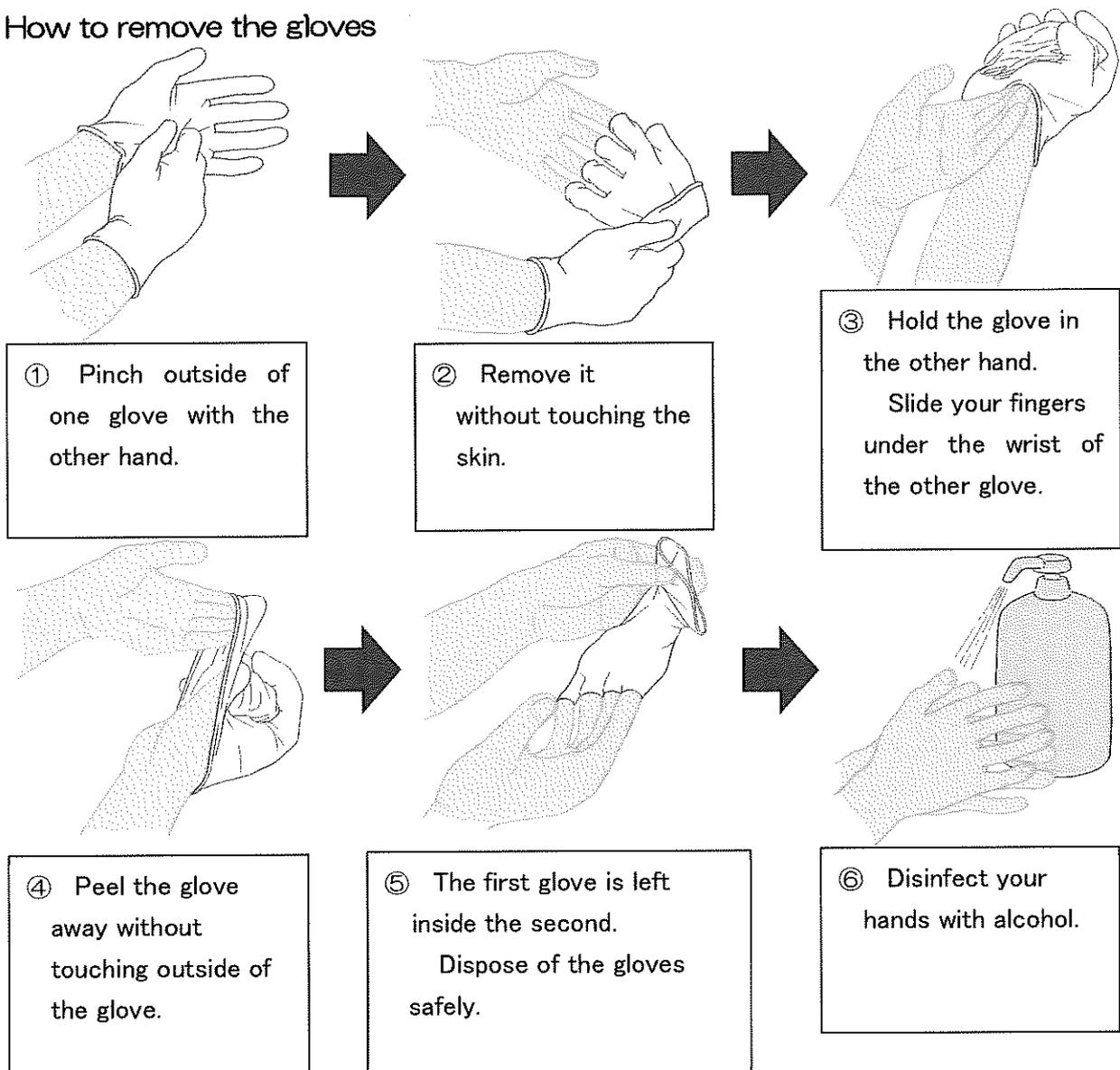
- Mask, apron, gown, gloves, etc.

Masks, aprons, gowns, and gloves are worn when caring for a person suffering from an infectious disease, when changing diapers, etc.



If you are not careful when removing them, you can get bacteria or viruses on your body.

### How to remove the gloves



When you take care of other people with bacteria or viruses attached to your body, they may be infected.

Take off your apron without touching the front side to avoid getting bacteria and viruses on your body.

### How to remove the apron



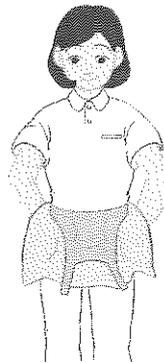
① Put your hands inside the upper side of the apron and tear off the neck strap.



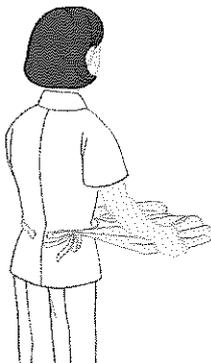
② The upper side of the apron hangs down in front of the lower side.



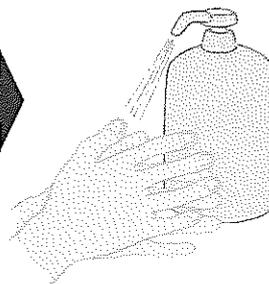
③ Put your hands inside the lower side of the apron.



④ Wrap the upper side of the apron with the lower side.



⑤ Reach forward and tear off the waistband. Discard it.



⑥ Disinfect your hands with alcohol.

(7) How to call an ambulance.

To call an ambulance, dial 119 wherever you are in Japan.



You do not need money to call an ambulance.

When you call, you will be asked, "Do you call for a fire or an ambulance?"

Answer "Ambulance, please".

You will be asked where you are.

If you are not sure, ask someone else.

If no one else is there, just tell the person what you know.

Then, you will be asked, "Who is it? What is happening?"

It is okay if you do not know the name of the person who is down.

Answer them like "A person has fallen", "An elderly looks so distressful".

At last, you will be said: "Please tell us your name and telephone number at the end of this call".

Please tell them your name and telephone number.

Please speak calmly.

## 2) Safety and Peace of mind for “helpers”

### (1) Avoid back pain.

Care work often causes back pain.

Knowing your posture and how to move will help prevent back pain.

If you suffer from severe back pain, you will not be able to do your job.

#### • How to posture and breathe when lifting a heavy object.

Please place your body close to the object you are going to lift.

Please bend your knees and hold the object.

Do not put your feet side by side.

First, breathe in slowly and hold your breath.

After you have stopped breathing, lift it up.

This will help to get strength into your abdomen.

When you have finished lifting the object, breathe out.



- Use a cart and/or elevators.

Let it make sure that you carry heavy objects only within a short distance.

Use a cart when you carry heavy objects for long distances.

Do not go up or down stairs with heavy objects.

Use the elevator.

- What to be careful about while working.

Please work in an easy posture.

Do not force yourself into an unnatural posture.

Use a stand or tools when loading or unloading an object from a high place.



Do not take an object in a distant place with an unnatural posture.

Do not place an object in a distant place with an unnatural posture.

If you can change the height of an object, please change it to a good height so that you don't have to take an unnatural posture.

Sit or kneel when working near the floor.

Holding an object with one hand makes your posture worse.

It is better to hold objects with both hands that are about the same weight.

The posture in the picture is called the half-crouching position.

The half-crouching position with the feet side by side is most likely to cause back pain.

Kneel or change the length of equipment to prevent the half-crouching position.

If you have to take the half-crouching position, it is a good idea to put your hands on your knees or hold on to something close by.

Please pay attention to your posture when driving.

Sit deeply in the driver's seat.

Do not hold an object with your upper body bent back.

Try not to twist your body.

- Do some exercises to avoid back pain.

It is good to do stretching exercises (exercises that stretch and soften the body).

Do as much as you feel comfortable with.

### **Stretch for calves**

Stretch your calves and breathe slowly for 30 seconds.

Then relax.

Do it three times.

### **Stretch for the front of thighs**

Stretch the front of your thighs and breathe slowly for 30 seconds.

Then relax.

Do it three times.



### Stretch for the back of the thighs

Stretch the back of your thighs and breathe slowly for 30 seconds.

Then relax.

Do it three times.

### Stretch for the inner side of the thighs

Stretch the inner side of the thighs and breathe slowly for 30 seconds.

Then relax.

Do it three times.

### **Stretch for the back and abdomen.**

Stretch your back and abdomen and breathe slowly for 30 seconds.

Then relax.

Do it three times.

### **Stretch for the sides of the body.**

Stretch the sides of your body and breathe slowly for 30 seconds.

Then relax.

Do it three times.

### **Stretch to twist the body**

Twist your body and breathe slowly for 30 seconds.

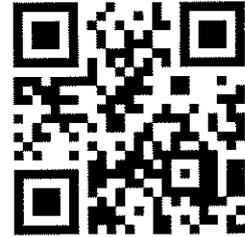
Then relax.

Do it three times.

(2) Follow the manual.

The manual describes the rules on how to do the work.

Be sure to follow the manual.



You will be held responsible if an accident or complaint occurs without following the manual.

You will not be held responsible if an accident or complaint occurs while following the manual.

It will be the responsibility of the organization.

Following the manual is to protect yourself.

(3) Write care records.

Please write a record of how you did the work.

If something terrible happens, your records will be used  
as evidence.



Write down what, when, and how you did, saw, heard, or checked.

Please write what you considered and the reason for your decision.

Do not write a lie.

Do not write what you imagined.

Please write exactly as it is.

If you have difficulty writing in Japanese, it is good to write in your language  
in your own notebook.

#### (4) Workers' compensation insurance for job-related accidents

If you are injured, become ill, or are left with a disability or die because of an accident while at work or while commuting (between going to work from home and returning home from work), you can use a system called workers' compensation insurance.



You can receive payments for medical treatment for injuries and illnesses.

You can receive benefits while you are unable to work.

When a disability remains and nursing care becomes necessary, you can receive nursing care benefits.

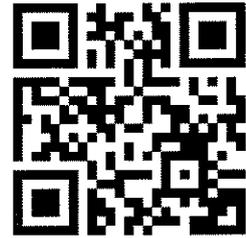
In the event of death, financial assistance may be provided to a family member.

(5) Don't worry too much.

Everyone gets nervous when starting a new job.

Trying to keep smiling at all times can also be tiring.

Even if you have worries, it may be difficult to talk to your family or friends about them because of the need to protect their privacy.



But don't worry too much.

Too much stress may cause mental and physical health problems.

On days when you don't have a job, do something that makes you feel happy.

Sleep well.

If you are having a hard time, consult a doctor or counselor.

Feel at ease.

#### 4. What you should not do.

##### 1) Do not think of the care-given people as “weak people.”

The relationship between caregiver and care-given is that of “one who helps” and “one who is helped”.

It is not a relationship between “a strong person” and “a weak person.”

Caregivers must always think about how to care so that they do not become “strong people” themselves.

Please be careful about how you care and what you say.



##### 2) Do not punish the care-given people.

When people feel uncomfortable, it may be difficult to be kind.

Even so, caregivers should not get angry or be mean to the care-givens, on their feelings.

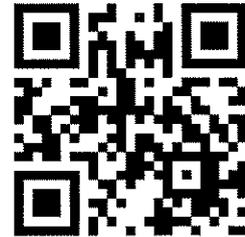
##### 3) Do not tell lies to the care-given people.

We must not deceive or lie to them, thinking that they do not understand difficult things.

#### 4) Do not abuse the care-given people.

When a family member or caregiver bullies an elderly person, it is called elder abuse.

It is very sad to say, but there are various kinds of elder abuse.



##### (1) Physical abuse (damaging their body)

Physical abuse is bullying that injures or does something to cause injury.

Physical abuse may be the reason for care-given people's death.

##### (2) Psychological abuse (damaging their mind)

Psychological abuse is bullying that hurts a person's spirit by saying mean things or pretending not to see them.

It can make the elderly person very sad and want to die.

(3) Sexual abuse (someone does or let them do something indecent)

Sexual abuse is bullying that caregivers have with or force elderly people sexual activities.

(4) Neglect (ignoring their needs)

Neglect is bullying that ignores the elderly.

For example, caregivers reduce the amount of meals to serve or do not allow to eat so that care-given people become weak.

Caregivers may not help care-given people for a long time and leave them until they are close to death.

It is also neglect to not help care-given people while others are bullying them.

(5) Economic abuse (theft or mismanagement of personal property)

Economic abuse is bullying in which caregivers take away the care-given people's assets.

There is also bullying the family member keeps the care-given people's money and turn over, and they take profits by themselves only.



Do not abuse the elderly and do not allow the elderly to be abused.

Let's work together to create a society where the elderly can relax.

発行 2022年2月  
発行者 小牧市 市民生活部多文化共生推進室  
事業受託者 特定非営利活動法人にわたりの会  
制作 一般社団法人ぐろーかるぶりっじ

---

この冊子は一般財団法人自治体国際化協会の助成を受けて作成しました。



一般財団法人  
**自治体国際化協会**