



# Senior Living Risk Management Training Video Series

Willis Towers Watson's Senior Living Center of Excellence has created a series of customized videos to help coach your associates by demonstrating practical tools and techniques that reinforce a culture of safety within your communities. These videos have been developed by our senior living team of experts, including a certified safety professional, registered nurse, occupational therapist and physical therapist assistant. Our library of topics have been developed specifically for senior living and provides a powerful coaching tool for your communities to deliver content to staff in brief informative videos

## ***Introduction to Ergonomics***

This video demonstrates the basic concepts that will help staff prevent injury when performing activities at work or at home. It includes Take Two, Power Position, Keep It Close, Build a Bridge and Warm-up & Recover.

## ***Warm-up and Stretch***

This video shows how to prepare your muscles and joints so you can reduce the potential for injury as you move about during your daily tasks.

## ***Office Ergonomics***

This video demonstrates proper positioning when using a computer or personal device. Neutral Posture is shown, whether sitting or standing, along with the proper placement of the keyboard, mouse, monitor or personal device in order to reduce strain on the back, neck, elbows and wrists.

## ***Proper Lifting Techniques***

There are times when workers will have to lift objects while performing their daily tasks. This video goes through key techniques that help to reduce the stress on your back and the methods to use to perform a lift correctly.

## ***Resident Transfers***

This video demonstrates the correct body posture to use when assisting residents with transferring whether it is from the bed, chair or toilet.

## ***One Caregiver Manual Transfer***

This video shows how to assist a resident who needs one caregiver to help them transfer from one surface to another. Topics that are reviewed include equipment, verify the resident's status and involve the resident.

## ***Two Caregivers Manual Transfer***

This video demonstrates the correct technique to use when manually transferring or positioning a resident who needs moderate assistance to move or stand with a staff person on each side to provide weight bearing support.

## ***Stand Assist Device***

This video demonstrates how staff can use a stand assist device to help with resident moving and positioning. It explains the capabilities that the resident needs in order to use this type of device and what staff need to remember about their body posture and the process.

### ***Sit to Stand Lift***

This video demonstrates how to assist a resident with transferring using a mechanical assistive sit to stand device. Topics reviewed include having the right equipment and positioning the resident and yourself when using the device.

### ***Full Body Lift***

This video demonstrate how to use a mechanical full body lift for residents who are totally dependent, unable to bear weight or unable to participate in the transferring process.

### ***Toileting***

This video demonstrates how to assist residents with toileting while using correct body posture and ergonomics in order to promote resident dignity and prevent accidents and injury.

### ***Showering***

This video demonstrates how to assist residents with showering while using correct body posture and ergonomics in order to promote resident dignity and prevent accidents and injury.

### ***Slip, Trip, Fall Prevention***

This video shows how to prevent slips, trips and falls through techniques such as focus and balance as well as the three "R's", Recognize, Resolve and Report.

### ***Transfer Belt & Fall Recovery***

This video discusses the importance of using a transfer belt and how to use it correctly when moving and positioning residents. It also demonstrates how to assist a resident with self-rescue and how to get a resident off the floor using a full body lift if they cannot get up without assistance.

### ***Infection Prevention and Sharps Safety***

This video discusses the need to use personal protective equipment when caring for residents who have a contagious illness and how to prevent sharps injuries from needles and lancets.

### ***Resident Resistive Behavior***

This video reviews how to assist residents who may be confused, agitated or uncooperative. Key concepts include understanding the resident, be patient and ready to change your plans and how not to overwhelm the resident.

### ***Kitchen Safety***

Kitchens are fast paced work environments with many unique hazard exposures. This video focuses on these unique hazards and provides guidance for burn and cut prevention, safe lifting, and slip, trip, and fall prevention.

### ***Housekeeping Safety***

This video demonstrates ways that staff performing housekeeping tasks can use good body mechanics to prevent stress and strain on their bodies.

### ***Laundry Safety***

This video discusses the body position techniques and other safety measures that staff can take when performing laundry tasks.

### ***Maintenance Safety***

Maintenance staff does work that involves strenuous physical activity. This video demonstrates the ways to prepare for and carry out tasks that help to promote safety and prevent injury.

### ***Site Safety Awareness***

This video takes you on a tour of a typical senior living community to identify and correct physical hazards and violations, commonly found during an OSHA walkthrough inspection. These safety hazards are known to cause accidents and injury in the workplace.

### ***Self-Rescue Fall Recovery***

Self-stand after a fall (self-rescue).

### ***Transportation Safety - Safe Resident Boarding***

Resident injuries that occur when boarding a vehicle or during transport can be quite serious. Implementing risk control procedures for boarding and securing residents is a must. This video focuses on common best practices for safe boarding and securing residents on company vehicles.

### ***Post Fall Huddle (under development)***

This video discusses the immediate actions and next steps recommended after a resident fall.

### ***Resident & Family Education (under development)***

This video demonstrates best practices in educating residents and their families on a variety of topics while managing expectations.

## Key features and access to the library

- Can be accessed via Windows, iOS or Android computers, tablets or mobile phones
- Push electronic notification of new content or set up a year-long campaign of content
- Regularly scheduled e-mails and/or text messages that link directly to the video library
- Capability to report who has opened email, texts, viewed videos, etc.
- Link to videos from your Learning Management System
- Various link authentication modes (to control security or make access easy)

Contact your Willis Towers Watson Account Executive or Beth Warloe ([beth.warloe@willistowerswatson.com](mailto:beth.warloe@willistowerswatson.com)) for more information.

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## About Willis Towers Watson

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