Oregon CTE

Human Services: Personal Care Services Focus Area

Analyze basic principles of biology, chemistry and human anatomy for safe and effective utilization and selection of personal care products and services. HUPC01	1 **Identify appropriate uses of chemicals and their interactions.** HUPC01.01.01 2 **Accurately mix products and formulas according to manufacturer's guidelines.** HUPC01.01.02 3 **Identify danger signs of unsuccessful reactions.** HUPC01.02.01 4 **React to danger signs with appropriate intervention.** HUPC01.02.02. 5 **Identify how to correct and treat adverse reactions.** HUPC01.03.01 6 **Document adverse reactions and corrective actions taken.** HUPC01.03.02 7 **Explain the functions and interdependencies of tissues, cells, and organisms.** HUPC01.04.01 8 **Apply principles of functions and interdependencies as part of a daily routine.** HUPC01.04.02 9 **Explain interactions among tissues, cells, and organisms with each other and the environment.** HUPC01.05.01 10 **Apply principles of interactions as part of a daily routine.** HUPC01.05.02 11 **Determine needed services based on the principles of human anatomy.** HUPC01.06.01 12 **List the systems of the body, and describe their functions to gain familiarity with potential problems.** HUPC01.06.02 13 **Recognize, identify, and work with anatomical structures accurately.** HUPC01.06.03
Evaluate an individualized personal care plan that reflects cli[illegible] ne	1 **Use several approaches to identify and evaluate alternatives.** HUPC02.01.01 2 **Accurately describe alternatives.** HUPC02.01.02 **ıssist individuals to understand potential outcomes.** HUPC02.01.03

Skip to main content

course of treatment/action. HUPC02	**4** **Help client identify potential barriers.** HUPC02.01.04
	5 **Evaluate customer feedback to determine how it may be best used to enhance or evolve future services.** HUPC02.02.01
	6 **Use customer feedback to enhance products and services.** HUPC02.02.02
	7 **Select appropriate resources to use with the client/family based upon industry-specific resources and client/family preferences.** HUPC02.03.01
	8 **Inform client/family of the process and realistic outcomes including possible risks, as well as rewards.** HUPC02.03.02
	9 **Develop a plan/program based on client/family wishes and feasibility.** HUPC02.04.01
	10 **Create a plan of treatment/action.** HUPC02.04.02
	11 **Initiate open discussion based on interpretation to elicit client information.** HUPC02.04.03
	12 **Negotiate for improving satisfaction if needed.** HUPC02.04.04
	13 **Deliver client services based on plan/program.** HUPC02.05.01
	14 **Document feedback of client/family satisfaction.** HUPC02.05.02
Utilize data and information to maintain electronic records of client services and make recommendations for personal care services. HUPC03	**1** **Formulate a reliable conclusion through summarizing, comparing, and contrasting information.** HUPC03.01.01
	2 **Retrieve and analyze data/information.** HUPC03.01.02
	3 **Interpret information about a client, product, process, or topic needed to initiate action.** HUPC03.02.01
	4 **Accurately interpret data.** HUPC03.02.02
	5 **Use appropriate software to represent existing client, product, service, or topic information in a different form.** HUPC03.03.01
	6 **Describe and accurately summarize information/data using charts, graphs, and descriptive statistics.** HUPC03.03.02
	7 **Comply with established procedures to store and retrieve information.** HUPC03..04.01
	8 **Manage information in a database.** FC[D03.04.02

Skip to main content

Demonstrate policies and procedures to achieve a safe and healthy environment for personal care services. HUPC04	1 **Determine intervention strategies needed through evaluation of multiple emergency situations.** HUPC04.01.01
	2 **Document and report emergency situations and outcomes to appropriate authorities.** HUPC04.01.02
	3 **Use correct safety procedures that follow established guidelines, policies, and procedures.** HUPC04.02.01
	4 **Apply and adhere to OSHA and CDC guidelines.** HUPC04.02.02
	5 **Store chemicals in locked cabinets and secure keys.** HUPC04.02.03
	6 **Follow the organization's policies, procedures, and regulations regarding health and safety.** FCDPD04.03.01
	7 **Effectively anticipate, respond, and document situations involving health and safety.** HUPC04.03.02
	8 **Implement procedures to protect the health and safety of all individuals.** HUPC04.04.01
	9 **Document and report emergency situations and outcomes to appropriate authorities.** HUPC04.04.02
Develop organizational policies, procedures and regulations that establish personal care organization priorities, accomplish the mission, and provide high-quality service to a diverse set of clients and families. HUPC05	1 **Maintain effective working relationships with all levels of personnel within the organization.** HUPC05.01.01
	2 **Apply organizational priorities in daily work.** HUPC05.01.02
	3 **Model practices that demonstrate sensitivity to cultural, religious, disability, and gender issues.** HUPC05.01.03
	4 **Review financial markets and economic conditions to make successful financial choices.** HUPC05.02.01
	5 **Make successful investment choices.** HUPC05.02.02
	6 **Determine trends, factors, and potential issues that affect the financial aspect of the organization.** HUPC05.03.01
	7 **Determine where and how to establish a business account based on banking principles.** HUPC05.03.02
	8 **Establish and monitor a business account.** HUPC05.03.03
	9 **Evaluate media for maximum impact, targeting specific client populations.** HUPC05.04.01
	Provide effective advertising of products/services. HUPC05.04.02

Skip to main content

11 **Develop effective in-house documents and advertising materials.** HUPC05.04.03

12 **Order and stock supplies/products/inventory from vendors.** HUPC05.05.01

13 **Place orders accurately, and choose carefully for cost-performance ratio.** HUPC05.05.02

14 **Maintain inventory that allows for satisfactory customer service while building a profitable business.** HUPC05.05.03

15 **Maintain current and accurate client records using office/records management systems.** HUPC05.06.01

16 **Maintain accurate client records.** HUPC05.06.02

17 **Use client records to effectively respond to client inquiries.** HUPC05.06.03

18 **Select and maintain service equipment to provided continued client services.** HUPC05.07.01

19 **Deliver services using functional equipment.** HUPC05.07.02

20 **Troubleshoot problems with business equipment.** HUPC05.07.03

21 **Contact appropriate repair and maintenance services.** HUPC05.07.04

22 **Utilize time management skills.** HUPC05.08.01

23 **Maintain a business/appointment schedule.** HUPC05.08.02

24 **Document customer satisfaction.** HUPC05.08.03

Identify personal care business opportunities enhanced by community involvement, self-improvement and current trends. HUPC06

1 **Maintain a helpful profile in the professional community and in the larger community to enhance community life.** HUPC06.01.01

2 **Join professional associations and organizations and serve as officer, project leader, etc.** HUPC06.01.02

3 **Join and serve in community groups or organizations (e.g., Kiwanis, Jaycees, etc.).** HUPC06.01.03

4 **Act as a community educator and advocate for the profession.** HUPC06.02.01

5 **Explain the role of a professional in the area of expertise to community groups.** HUPC06.02.02

6 **Conduct workshops, responding to questions and comments.** HUPC06.02.03

Skip to main content

valuate progress towards goals and self-improvement by using performance nformation. HUPC06.03.01

8 Evaluate self for performance and technical improvement needed. HUPC06.03.02

9 Develop a written professional development plan. HUPC06.03.03

10 Maintain licensure/certification as required. HUPC06.03.04

11 Request feedback of co-workers, clients, and supervisor to improve performance. HUPC06.03.05

12 Research current techniques and trends to improve services. HUPC06.04.01

13 Interpret data compiled. HUPC06.04.02

14 Develop strategies for implementing a plan of action. HUPC06.04.03

Apply methods of obtaining feedback to understand expectations and promote high-quality personal care services standards. HUPC07

1 Identify client/family needs through evaluation of information elicited through various methods. HUPC07.01.01

2 Provide services based on assessment, aligning with client characteristics. HUPC07.01.02

3 Provide high quality services and products. HUPC07.02.01

4 Apply quality standards to all services and products. HUPC07.02.02

5 Design alternative delivery of services to serve special needs clients. HUPC07.03.01

6 Match delivery of services to needs of client/family. HUPC07.03.02

7 Create a customer satisfaction survey to collect feedback on services provided. HUPC07.04.01

8 Make adjustments based on survey data. HUPC07.04.02

9 Use a customer satisfaction survey to collect feedback on services provided. HUPC07.05.01

10 Evaluate feedback to determine future services or enhance existing services. HUPC07.05.02