

# STRENGTHENING RELATIONSHIPS: STAFF TO FAMILY MEMBER | APRIL SAFETY SEGMENTS



Person centred care is defined by the World Health Organization as “empowering people to take charge of their own health rather than being passive recipients of services.” The interactions between the staff, patients, and their families are based on respect and compassion as they are all seen as equal partners to ensure that the patient meets their needs.

## ALTERNATE RESOURCE: CUSTOMER SERVICE IN LONG TERM CARE

### DIRECTIONS

Before you begin this discussion, set the expectations for a safe space that is respectful of everyone’s feedback. You will want to print out or provide an electronic copy of the ["Developing Customer Service Skills in Long Term Care Facilities"](#) by Pleis Law. Give each staff member 5 minutes to read the provided resource. After everyone is done, use the guiding questions to facilitate a group discussion.

### SAFETY SEGMENT DISCUSSION

#### Guiding Questions:

- Why should we be active listeners?
- What is so powerful about knowledge?
- How can you make the resident feel important?

#### Alternate Activity:

Watch the ["Long Term Care Customer Service Training."](#) What is customer service in Long Term Care?



Follow the CCSA and check our other resources.

