

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.

PERSON-CENTRED 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 ["PC P.E.A.R.L.S - 7: Staffing"](#) by the Alzheimer's Society of Canada. 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 is it important that staff understand the person-centred philosophy of care?
- What strategies can we use to apply the philosophy to our work?
- Why should we build trust between staff, residents, and family members?

Alternative Activity:

Instead of the handouts, you can watch this video: ["WHO: What is Person Centred Care."](#) Why is person-centred care so important?



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