

# 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.

## CAREGIVER EXPERIENCE/ GUILT - SHORT REFLECTION

### 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 "[Managing Caregiver Guilt](#)" 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:

- How can we reduce stress?
- Why is it important that we acknowledge the way we are feeling?

#### Notes to the Team Leader:

- Facilitate an atmosphere of support and openness to feedback by encouraging the staff to share experience or opinion without fear of reprisal.



Follow the CCSA and check our other resources.

