

RELATIONSHIP BUILDING (RESIDENTS & FAMILIES)



Building relationships is one of the most important things that staff can do to increase resident quality of life.

Focussing on building strong, ongoing relationships with resident's families has many important benefits for everyone involved as well.

COMMUNICATION TIPS - FAMILIES

DIRECTIONS

Ask staff to describe how they go about communicating with the family members of residents—what are some tips that have worked well for them that they want to share with their co-workers?

After this discussion, if time permits, pose the below guiding questions to the group.

SAFETY SEGMENT DISCUSSION

Guiding Questions:

- How did you handle the situation where a family member was upset?
- What is a mistake that you have made when communicating with a resident's family?
- What have you found to be a common concern that resident families often bring up?
- If you were a family member of a resident, how would you want to be communicated with?

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.



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