

RELATIONSHIP BUILDING (RESIDENTS & FAMILIES)



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

It is also the most effective way to reduce psychological fatigue among staff as well as incidents of violence and harassment. Building relationships is part of your job!

COMMUNICATION TIPS - RESIDENTS

DIRECTIONS

Ask staff to describe how they go about communicating with residents—what do they do differently when speaking to residents than they do when speaking to co-workers?

Once that discussion has ended have the team watch [THIS VIDEO CLIP](#) (1.5 minutes) Follow up by asking them if they agree with the described ideas mentioned.

SAFETY SEGMENT DISCUSSION

Guiding Questions:

- If a resident does not respond to what you say, what should you do?
- What holds back a resident from being able to communicate?
- What are your go-to topics/questions?

Alternative Activity:

Ask staff to help you create a comprehensive list of things to remember when communicating with the elderly.

Make sure the final product includes: Speak slowly and clearly, speak loudly but don't shout, say the person's name before speaking



Follow the CCSA and check our other resources.

