

# 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.



Follow the CCSA and check our other resources.



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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



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## MENTAL HEALTH FOCUS: COMPASSION FATIGUE

The more you get to know about the people you work with (residents, families, coworkers) the more risk there is of their issues and hardships affecting your mental health.

### DIRECTIONS

Mention that battling against compassion fatigue is a constant struggle in our industry. It is important to care for yourself in order to be able to give care to others.

Ask staff to sit in a comfortable position while you play [this video](#). (6 minutes)

Once complete, ask each member present to share something positive in their life. (see guiding questions for prompts)

### SAFETY SEGMENT DISCUSSION

Guiding Questions:

- What is one thing in your life that you are thankful for?
- What is something that you have done recently, that you are proud of?

Notes to the Team Leader:

- Staff may be reluctant to share, you should go first to kick off the discussion portion.



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## WHO YOUR RESIDENTS ARE

### DIRECTIONS

Ask staff to think about which resident they know the most about. Then, ask each person to share something interesting about a resident of their choice.

Once that discussion has ended, have staff complete the activity below:

### SAFETY SEGMENT ACTIVITY

Required Materials:

- a sheet of paper for each person
- pen/pencil for each person

Instructions:

1. Write the name of a resident on the top of a piece of paper.
2. Pass the paper to the left
3. Write down something that you know about the resident whose name is on the paper. This could be:
  - something they've done
  - something they've told you
  - a fact about them
  - etc.
4. Repeat steps 2 and 3 until you have your original paper back.
5. Have each person share what was written about the resident they chose
6. Destroy the paper afterwards



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## LEARNING MORE ABOUT YOUR RESIDENTS

### DIRECTIONS

Once that discussion has ended tell them that you will have the team watch [THIS VIDEO CLIP](#) (4 minutes) that is designed to help men communicate better when on a date. Ask your team to identify if any of these dating tips would work well for getting to know residents better too.

### SAFETY SEGMENT DISCUSSION

Guiding Questions:

- Which of these ideas might work well for getting to know residents?
- Which of these ideas will not work well?
- Share some examples where you have used these techniques when communicating with residents.
- What else would work well for residents?

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.

