



# 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!

## 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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