




Working with Families

Strategies and Skills for Staff

| 3 Roles | Strategies and Skills | Possibilities |
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| <p style="text-align: center;">Supporter</p>  | <ul style="list-style-type: none"> • Validation of feelings • Active listening • Conflict management • Unconditional positive regard • Non-verbal communication • Showing respect • Teamwork | <ul style="list-style-type: none"> • Group welcomes & regular orientation sessions • Support Group Plus – presentation or activity with open discussion after • Regular relaxation, tai chi, or yoga class at the community • Assignment of volunteer family ‘Buddies’ or mentors to families of newly admitted residents • Holding afternoon or weekend children’s groups • Supporting a Family Council |
| <p style="text-align: center;">Educator</p>  | <ul style="list-style-type: none"> • Assessment of needs • Survey of learning preferences • Flexibility – ‘teachable moment’ • Task breakdown • Demonstration and prompts • Motivation & encouragement • Adult Learning Principles <p>+ <i>All the Supporter skills above</i></p> | <ul style="list-style-type: none"> • Caregiving and disease-related articles in newsletter • Family Resource Corner – tips sheets, books, organization contact #s, lists of websites, café style tables and chairs, coffee. • Written orientation materials • Spontaneous, hands-on education during resident care – ADLs, behavior, communication • Sponsoring an outside speaker for an education series • Organizing a community volunteer program for the community • Encouraging family to work alongside loved one at the community – pulling weeds, gathering leaves, picking up twigs, cutting out coupons • Tours of other units and departments with introductions to employees |
| <p style="text-align: center;">Facilitator / Communicator</p>  | <ul style="list-style-type: none"> • Translating family needs into programs • Development communication lines • Using the communication lines • Tending & expanding activity/learning materials • Organizing meeting spaces and schedules • Checking up – following through | <ul style="list-style-type: none"> • Seeing that family visiting boxes, Family Corner, and other materials are in shape • ‘Talking up’ activities to families and giving reminders • Contributing to newsletters; writing the newsletter • Surveying activity choices • Promoting and supporting participation in a Family Council <p>+ <i>Making it happen – ensuring family access to opportunities</i></p> |