Module P

Module P – Family and Family Support
Teaching Guide

Objectives

- Describe the importance of family and family support to the resident.
- List measures that the nurse aide can do to support family members of residents.

Advance Preparation – In General

- Review curriculum and presentation materials
- Add examples or comments to Notes Section
- Set up computer/projector
Module P

Module P – Family and Family Support
Definition List

Family – a group of individuals related by blood, marriage, or a feeling of closeness

Family Support – offers of encouragement, assurance, and sense of connection for the resident offered by blood relatives or group of individuals close to the resident
**Module P – Family and Family Support**

### (S-1) Title Slide

### (S-2) Objectives
1. Describe the importance of family and family support to the resident.
2. List measures that the nurse aide can do to support family members of residents.

### (S-3) Family
- A group of individuals related by blood, marriage, or a feeling of closeness

### (S-4) Family Support
- Offers of encouragement, assurance, and sense of connection for the resident offered by blood relatives or group of individuals close to the resident

### (S-5) Family and Family Support – Importance
- Gives resident sense of connection
- Helps resident make difficult decisions
- Gives assurance that specific wishes will be honored

### (S-6) Family and Family Support – Importance
- Offers personal support and encouragement
- Helps meet safety and security, love and belonging needs
- Decreases loneliness
- Provides comfort, support, relief from loneliness, contact with familiar people and things, mental stimulation, and reasons to live

### (S-7) Family and Family Support – Nurse Aide’s Role
- Always be respectful and kind to family
- Learn family names and address by name
- Allow expressions of emotions
- Permit family members to assist in care if resident does not object
- Include family members in activities, dining, etc.

### (S-8) Family and Family Support – Nurse Aide’s Role
- Get to know family – their likes and dislikes
- Get familiar with family routines
- Allow time for privacy during visits
- After family visit ends, observe effects visit had on the resident
- Report negative visit effects to supervisor

### (S-9) Family and Family Support – Nurse Aide’s Role
- Incorporate and honor family wishes, if possible
- Refer family concerns to nurse aide supervisor
- Serve as link in referring family to appropriate team member
- Keep in mind, each resident culture and family tradition is unique and may be different from nurse aide’s

### (S-10) Family and Family Support – Nurse Aide’s Role
- Avoid involvement in family affairs
- Be tactful when asking family member to leave resident’s room
- Answer questions honestly and refer resident health status
## Module P – Family and Family Support

<table>
<thead>
<tr>
<th>Questions to Nurse</th>
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<tr>
<td>• Work to build positive and trusting relationship with family</td>
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<tr>
<td>• Let family know role is supported</td>
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### (S-11) Family and Family Support – Nurse Aide’s Role
- Provide outside picnic areas, playground equipment, gardens
- Include in care conferences
- Encourage to do some or all of personal grooming
- Provide area for family/support system parties
- Invite families to scheduled activities

### TEACHING TIP #1P: Interesting Activities

Ask students:

- What activities may be of interest to family members and visitors to attend with residents in a long-term care facility?

### (S-12) Family and Family Support – Nurse Aide’s Role
- Encourage family to assist with feeding if appropriate
- Encourage family to bring special foods or beverages for resident, if allowed
- Encourage time together
- Keep lines of communication open
- Understand that family and friends will do or say things to try and please the resident

### (S-13) Family and Family Support – Nurse Aide’s Role
- Use tact in dealing with family complaints and requests that you cannot honor
- Assist families to understand the facility and how it works
- Provide explanations for family questions or report to supervisor to assist the family with questions
- Reassure family as they cope with resident’s actions, problems and concerns

### (S-14) Family and Family Support – Points to Remember
- Resident’s family may not look like nurse aide’s definition of family
- Residents with no living relatives may have friends or neighbors act as family members

### (S-15) THE END