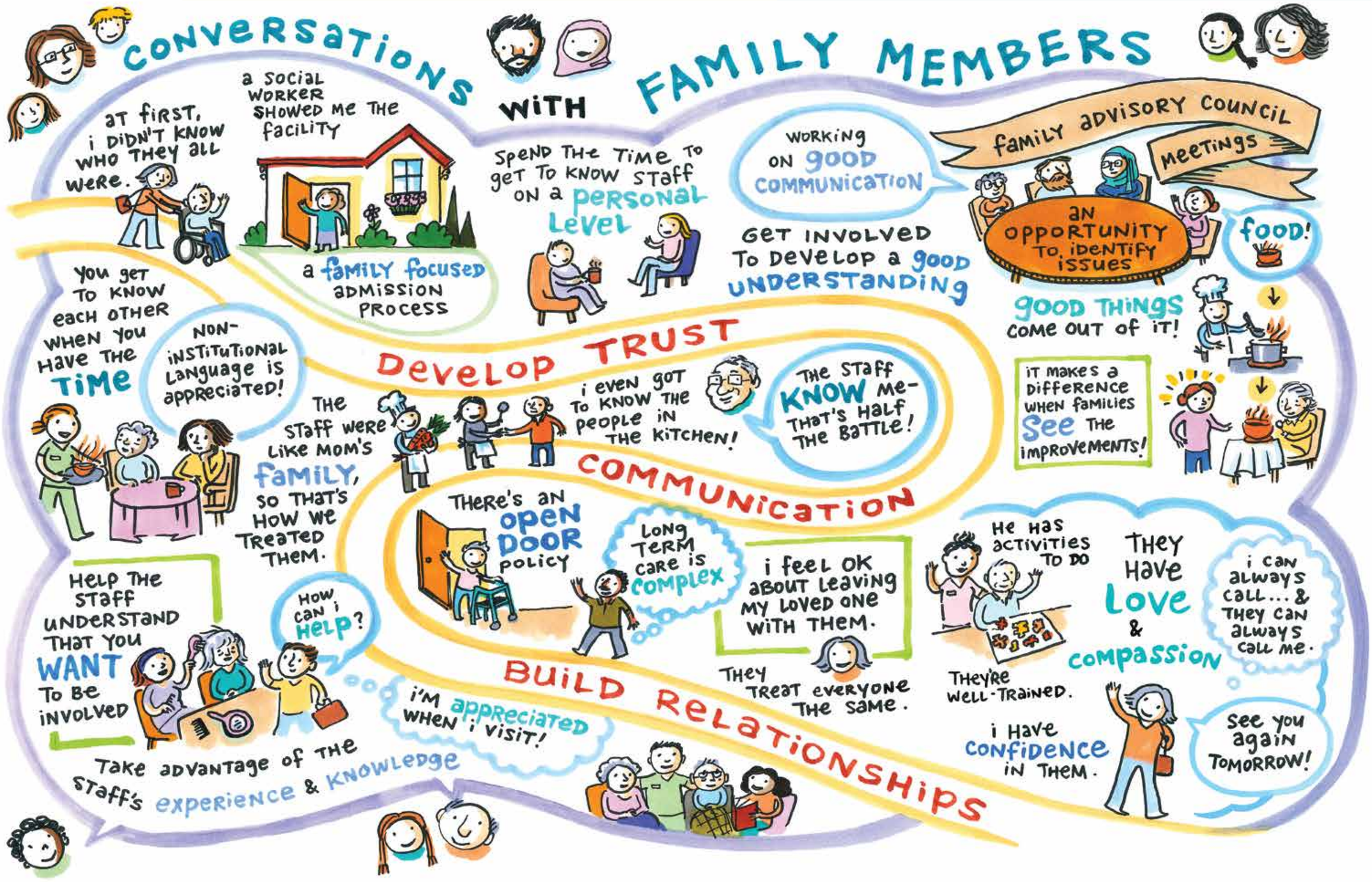
CONVERSATIONS WITH FAMILY MEMBERS
AT FIRST, I DIDN'T KNOW WHO THEY ALL WERE.
A SOCIAL WORKER SHOWED ME THE FACILITY
A FAMILY FOCUSED ADMISSION PROCESS
SPEND THE TIME TO GET TO KNOW STAFF ON A PERSONAL LEVEL
WORKING ON GOOD COMMUNICATION
GET INVOLVED TO DEVELOP A GOOD UNDERSTANDING
FAMILY ADVISORY COUNCIL MEETINGS
AN OPPORTUNITY TO IDENTIFY ISSUES
FOOD!
GOOD THINGS COME OUT OF IT!
IT MAKES A DIFFERENCE WHEN FAMILIES SEE THE IMPROVEMENTS!
YOU GET TO KNOW EACH OTHER WHEN YOU HAVE THE TIME
NON-INSTITUTIONAL LANGUAGE IS APPRECIATED!
DEVELOP TRUST
THE STAFF WERE LIKE MOM'S FAMILY, SO THAT'S HOW WE TREATED THEM.
I EVEN GOT TO KNOW THE PEOPLE IN THE KITCHEN!
THE STAFF KNOW ME- THAT'S HALF THE BATTLE!
COMMUNICATION
THERE'S AN OPEN DOOR POLICY
LONG TERM CARE IS COMPLEX
I FEEL OK ABOUT LEAVING MY LOVED ONE WITH THEM.
HE HAS ACTIVITIES TO DO
THEY HAVE LOVE & COMPASSION
I CAN ALWAYS CALL... & THEY CAN ALWAYS CALL ME.
HELP THE STAFF UNDERSTAND THAT YOU WANT TO BE INVOLVED
HOW CAN I HELP?
I'M APPRECIATED WHEN I VISIT!
THEY TREAT EVERYONE THE SAME.
THEY'RE WELL-TRAINED.
I HAVE CONFIDENCE IN THEM.
SEE YOU AGAIN TOMORROW!
TAKE ADVANTAGE OF THE STAFF'S EXPERIENCE & KNOWLEDGE
BUILD RELATIONSHIPS