



Treating the Client's Family **WITH DIGNITY AND RESPECT**

BUILD TRUST

- Be professional. Remember you are representing your Home Instead® franchise office during every shift.
 - Arrive for your shift on time. Families are counting on you; it can be unsettling if you are late.
 - Have a positive attitude. Family members will notice your positive attitude and follow your lead.
 - Keep your promises. If you say you are going to do something, do it.
-

TAKE THE LEAD

- Communicate well. Let the family know your plan for the day and share the techniques the clients responds well to.
 - Use the Client Journal to record the day's activities.
 - Set an example. Families will observe and learn the techniques you use.
 - Keep your client engaged. Families want to know you are providing quality care.
 - Call the office with any concerns.
-

SHARE YOUR HEART

- Treat the family with dignity and respect.
- Put yourself in the family's position.



When working with clients' families, it's important that everyone is on the same page and has the same expectations. There are times when families do not understand the client's symptoms and expectations may not be well communicated. This confusion can create tension in the family; it could prompt family members to ask you to take sides. Family members may give you conflicting instructions or put you in uncomfortable situations.

Maintaining boundaries will help to keep you out of family conflicts and ensure the best care for the client.

We recommend that you respect and maintain boundaries with family members by refraining from:

- Gossiping or speculating
- Criticizing
- Taking sides
- Making judgment on how a family member should act.

Feeling empathy will help keep you from judging family members and their motives. Family members notice when you display empathy. Compliments and encouraging feedback indicate you understand the difficulty of the changing relationship they have with their loved one. Listening, and letting the family voice frustrations, also can be helpful. As you are listening, try putting yourself in their shoes. As a CAREGiverSM, you get to go home and have a break from the situation. Imagining what the family is feeling may help you understand the pain and frustration they might be exhibiting.