

8 SIMPLE RULES

For Caring for My Residents

RULE #1 PAY ATTENTION!

- Listen with the purpose of understanding- not because you're waiting for your turn to talk!



The Venerable Konstantin Stanislavski



The basic principles of listening involve:

- Full attention
- Really seeing someone for who they are
- Listening to what they have to say
- Understanding
- Responding.

"All too often, people are 'in their own heads,' sometimes even waiting for the other person to stop speaking so that they can talk, instead of listening to what they have to say."



Never Assume

- How do you know what the person *needs* if you didn't take the time to listen to what they have to say?



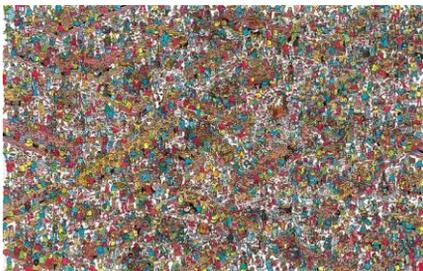
Be a detective!

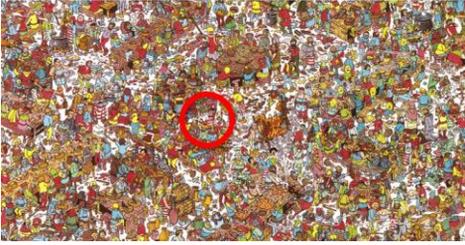
- Residents with Dementia can say one thing and mean another



Don't dismiss *anything!*

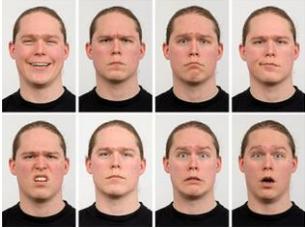
- Trust your instincts
- The tiniest sign can be the difference between life and death



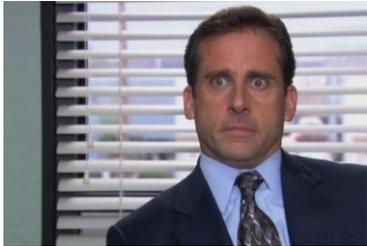


Pay attention to **everything** that is being said, both verbally and physically

- Listen with *all* of your senses



**RULE #2
BE AWARE OF YOUR BODY
LANGUAGE!**



Understand Your Body Text



- **Everything** that you communicate with your body!



Posture is Important!

- The way you're standing tells a story



Men are *the worst*



Understand the importance of *where* you're standing



Facial expressions are *extremely* important!



Understand cultural differences



◉ Chevy Nova

DOESN'T GO!



Residents may not always understand *what* you're saying, but they'll will understand *how* you're saying it.



RULE #3
MAKE THEIR GOALS YOUR GOALS



Ask questions!

- What do you want to do?
- What are your ideas?
- What's the best way to help you?
- How did you used to do this?



What they want isn't always what they *want*.

- Be an emotional detective
- Saying, "I want to go home" can also mean, "I'm afraid."
- "I'm hungry" can mean, "I need you to pay attention to me."
- Frequent bell ringing can mean, "I'm lonely."



How can you meet their goals?



If you *can't* meet their goals, can you move in that direction?



Help them to make new goals



RULE #4
WIPE YOUR FEET WHEN YOU COME
TO WORK





- The First Noble Truth:
- Birth is suffering, aging is suffering, illness is suffering, death is suffering; union with what is displeasing is suffering; separation from what is pleasing is suffering; not to get what one wants is suffering



It is not your residents' fault that you're having a bad day. Don't punish them because of what is happening with you!



Create an atmosphere of joy.

- Happiness is a habit!



**RULE #5
TAKE BREAKS!**



- Any resident in your building would rather see you happy in 5 minutes, than angry right now.
- If you feel frustrated or overwhelmed, step back and ask for help.



Caregiver burnout is a real thing, and NO ONE is immune.



You are your greatest investment.

- Take the time to be a better YOU so that you can be a better YOU for THEM!



RULE #6
RESIDENTS ARE PEOPLE, NOT JOBS!



- They are not furniture- when you're helping take them from one place to another, do them the courtesy of telling them before you move them.
- Don't talk over them
- Be **there** when you're **there**.
- They are not a bed to be filled, a room number, a case, or their illness.
- They are not something that's needs to be done as quickly as possible
- They have their own feelings, wants, needs, and desires.
- They have the right to be treated with dignity (a state or quality of being worthy) and respect.
- They are **human beings** who have lived an entire lifetime before they met you.



RULE #7
SHOW THE LOVE!



- It is a privilege to spend someone's final days with them. Take time to learn their stories.
- If you care about what you do, everything else will fall into place.
- Remember that you are their family when their family isn't around.
- You may be the only friend they have.
- Be their *Person* with a capital P.
- Love them. Love them as a fellow living being. Love them as friends. Love them as family. Love them as people who are deserving of love.



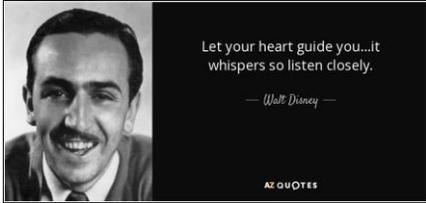
Love is patient, love is kind. It does not envy, it does not boast, it is not proud. It is not rude, it is not self-seeking, it is not easily angered, it keeps no record of wrongs. Love does not delight in evil, but rejoices with the truth. It always protects, always trusts, always hopes, always perseveres. Love never fails. First Corinthians 13:4-8



**RULE #8
KNOW YOUR HEART**



You're always doing what's in your heart. You cant escape it.



You first started in this business for a reason. Remind yourself why that is!



If caring for people isn't what you love, than figure out what you *do* love, and go and do it!

LIFE IS SHORT!!



Never forget that *you are important and what you do makes a difference.*



You get to decide
what that difference is!