



State-approved Curriculum
NURSE AIDE I TRAINING PROGRAM
July 2019
Module P



North Carolina Department of Health and Human Services
Division of Health Service Regulation
Health Care Personnel Education and Credentialing Section

NCDHHS is an equal opportunity provider and employer.

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 – 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	
Content	Notes
(S-3) Family <ul style="list-style-type: none"> • A group of people related by blood, marriage, or a feeling of closeness 	
(S-4) Family Support <ul style="list-style-type: none"> • Encouragement, assurance, and a sense of connection for the resident offered by blood relatives or groups of individuals close to the resident 	
(S-5) Family and Family Support – Importance <ul style="list-style-type: none"> • Gives resident sense of connection • Helps resident make difficult decisions • Gives assurance that specific wishes will be honored • Offers personal support and encouragement 	
(S-6) Family and Family Support – Importance <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Orient family to the facility and how it works • Learn family names and address by name • Get to know family – their likes and dislikes • Get familiar with family routines • Keep in mind, each culture and family tradition is unique and may be different from nurse aide’s 	
(S-8) Family and Family Support – Nurse Aide’s Role <ul style="list-style-type: none"> • Work to build positive and trusting relationship with family • Let family know role is supported • Keep lines of communication open • Always be respectful and kind to family • Encourage expressions of emotions 	
(S-9) Family and Family Support – Nurse Aide’s Role <ul style="list-style-type: none"> • Reassure family members as they cope with resident’s actions, problems and concerns • Provide explanations when asked and refer to supervisor to assist the family when necessary • Refer family concerns to supervisor 	

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<ul style="list-style-type: none"> • Incorporate and honor family wishes, if possible • Allow time for privacy during visits • Permit family members to assist with care if resident does not object 	
<p>(S-10) Family and Family Support – Nurse Aide’s Role</p> <ul style="list-style-type: none"> • Encourage family to assist with feeding/dining if safe and resident agrees • Encourage family to bring special foods or beverages for resident, if allowed 	
<p>(S-11) Family and Family Support – Nurse Aide’s Role</p> <ul style="list-style-type: none"> • Use tact in dealing with family complaints and requests that you cannot honor • Avoid involvement in family affairs • Be tactful when asking family member to leave resident’s room 	
<p>TEACHING TIP #1P: Interesting Activities Ask students:</p> <ul style="list-style-type: none"> • What activities may be of interest to family members and visitors to attend with residents in a long-term care facility? 	
<p>(S-12) Family and Family Support – Nurse Aide’s Role</p> <ul style="list-style-type: none"> • After family visit ends, observe effects visit had on the resident • Report negative visit effects to supervisor 	
<p>(S-13) Family and Family Support – Points to Remember</p> <ul style="list-style-type: none"> • Residents with no living relatives may have friends or neighbors who act as family members 	
<p>(S-14) Family and Family Support – Points to Remember</p> <ul style="list-style-type: none"> • Resident’s family may not look like nurse aide’s definition of family 	