

# State-approved Curriculum Nurse Aide I Training Program

## MODULE P Family and Family Support

### Student Manual 2024 Version 2.0



#### NC DEPARTMENT OF **HEALTH AND HUMAN SERVICES**

Division of Health Service Regulation



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**HEALTH AND  
HUMAN SERVICES**



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

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## **Module P – 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

<b>Module P – Family Support</b>	
<b>(S-1) Title Slide</b> <b>(S-2) Objectives</b> <ol style="list-style-type: none"> <li>1. Describe the importance of family and family support to the resident</li> <li>2. List measures the nurse aide can do to support family members of residents</li> </ol>	
<b>Content</b>	<b>Notes</b>
<b>(S-3) Family</b> A group of people related by blood, marriage, or a feeling of closeness	
<b>(S-4) Family Support</b> Encouragement, assurance, and a sense of connection for the resident offered by blood relatives or groups of individuals close to the resident	
<b>(S-5) Family and Family Support – Importance (1)</b> <ul style="list-style-type: none"> <li>• Gives resident sense of connection</li> <li>• Helps resident make difficult decisions</li> <li>• Gives assurance that specific wishes will be honored</li> <li>• Offers personal support and encouragement</li> </ul>	
<b>(S-6) Family and Family Support – Importance (2)</b> <ul style="list-style-type: none"> <li>• Helps meet safety and security, love and belonging needs</li> <li>• Decreases loneliness</li> <li>• Provides comfort, support, relief from loneliness, contact with familiar people and things, mental stimulation, and reasons to live</li> </ul>	
<b>(S-7) Family and Family Support – Nurse Aide’s Role (1)</b> <ul style="list-style-type: none"> <li>• Orient family to the facility and how it works</li> <li>• Learn family names and address by name</li> <li>• Get to know family – their likes and dislikes</li> <li>• Get familiar with family routines</li> <li>• Keep in mind, that cultures and family traditions are unique and may be different from nurse aide’s</li> </ul>	
<b>(S-8) Family and Family Support – Nurse Aide’s Role (2)</b> <ul style="list-style-type: none"> <li>• Work to build positive and trusting relationship with family</li> <li>• Support the family role</li> <li>• Keep lines of communication open</li> <li>• Always be respectful and kind to family</li> <li>• Encourage expressions of emotions</li> </ul>	
<b>(S-9) Family and Family Support – Nurse Aide’s Role (3)</b> <ul style="list-style-type: none"> <li>• Reassure family members as they cope with resident’s actions, problems, and concerns</li> <li>• Provide explanations when asked and refer to supervisor to assist the family when necessary</li> </ul>	

<b>Module P – Family Support</b>	
<ul style="list-style-type: none"> <li>• Refer family concerns to supervisor</li> <li>• Incorporate and honor family wishes, if possible</li> <li>• Allow time for privacy during visits</li> <li>• Permit family members to assist with care if resident does not object</li> </ul>	
<b>(S-10) Family and Family Support – Nurse Aide’s Role (4)</b> <ul style="list-style-type: none"> <li>• Encourage family to assist with feeding or dining if safe and resident agrees</li> <li>• Encourage family to bring special foods or beverages for resident, if allowed</li> </ul>	
<b>(S-11) Family and Family Support – Nurse Aide’s Role (5)</b> <ul style="list-style-type: none"> <li>• Use tact in dealing with family complaints and requests that you cannot honor</li> <li>• Avoid involvement in family affairs</li> <li>• Be tactful when asking family member to leave resident’s room</li> </ul>	
<b>(S-12) Family and Family Support – Nurse Aide’s Role (6)</b> <ul style="list-style-type: none"> <li>• After the family visit, observe any effects the visit had on the resident</li> <li>• Report negative visit effects to supervisor</li> </ul>	
<b>(S-13) Family Support – Remember (1)</b> Residents with no living relatives may have friends or neighbors who act as family members	
<b>(S-14) Family Support – Remember (2)</b> Resident’s family may not look like nurse aide’s definition of family	