


# Title page



**NC Department of  
Health and Human Services  
NC Nurse Aide I Curriculum**

**Module P  
Family Support**

July 2024

1

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**Objectives**

1. Describe the importance of family and family support to the resident
2. List measures the nurse aide can do to support family members of residents

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2

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**Family**

A group of people related by blood, marriage or feeling of closeness



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3

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# Module P Handout 2

## Family Support

Encouragement, assurance and sense of connection for the resident by blood relatives or groups of individuals close to the resident



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4

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## Family Support - Importance

- Gives sense of connection
- Helps with difficult decisions
- Gives assurance
- Offers support and encouragement



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5

5

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## Family Support - Importance

- Helps meet needs such as safety, security, love and belonging
- Decreases loneliness
- Provides comfort, support, familial contact, mental stimulation, and reasons to live



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6

6

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# Module P Handout 3

**The Nurse Aide's Role in Family Support**

- Orient family to facility and how it works
- Learn and use names
- Get to know family
- Learn family routines
- Value culture and family traditions



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7

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**The Nurse Aide's Role in Family Support**

- Create a positive and trusting relationship
- Support family role
- Communicate
- Be respectful and kind
- Encourage expressions of emotions



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8

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**The Nurse Aide's Role in Family Support**

- Reassure family
- Provide explanations and refer to supervisor when necessary
- Honor family wishes if possible
- Allow time for privacy during visits
- Permit family to assist with care if resident agrees



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9

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# Module P Handout 4

## The Nurse Aide's Role in Family Support

- Encourage family to assist with feeding or dining if safe and resident does not object
- Encourage family to bring special foods or beverages for resident, if allowed



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10

10

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## The Nurse Aide's Role in Family Support

- Use tact with complaints and requests that cannot be honored
- Avoid involvement in family affairs
- Be sensitive when asking family to leave resident's room



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11

11

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## The Nurse Aide's Role in Family Support

- After the family visit, observe effects on the resident
- Report any negative effects



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12

12

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# Module P Handout 5

**Family Support – Remember**  
Friends or neighbors may act as family members



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13

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**Family Support – Remember**  
A resident's family may not look like the nurse aide's definition of a family



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14

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**The End**

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15

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