



# State-Approved Curriculum NURSE AIDE I TRAINING PROGRAM

**July 2013**  
**Module P**



North Carolina Department of Health and Human Services  
Division of Health Service Regulation  
Health Care Personnel Registry Section  
Center for Aide Regulation and Education  
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## **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

<b>Module P – Family and 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 that the nurse aide can do to support family members of residents.</li> </ol>	
<b>Content</b>	<b>Notes</b>
<b>(S-3) Family</b> <ul style="list-style-type: none"> <li>• A group of individuals related by blood, marriage, or a feeling of closeness</li> </ul>	
<b>(S-4) Family Support</b> <ul style="list-style-type: none"> <li>• Offers of encouragement, assurance, and sense of connection for the resident offered by blood relatives or group of individuals close to the resident</li> </ul>	
<b>(S-5) Family and Family Support – Importance</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> </ul>	
<b>(S-6) Family and Family Support – Importance</b> <ul style="list-style-type: none"> <li>• Offers personal support and encouragement</li> <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</b> <ul style="list-style-type: none"> <li>• Always be respectful and kind to family</li> <li>• Learn family names and address by name</li> <li>• Allow expressions of emotions</li> <li>• Permit family members to assist in care if resident does not object</li> <li>• Include family members in activities, dining, etc.</li> </ul>	
<b>(S-8) Family and Family Support – Nurse Aide’s Role</b> <ul style="list-style-type: none"> <li>• Get to know family – their likes and dislikes</li> <li>• Get familiar with family routines</li> <li>• Allow time for privacy during visits</li> <li>• After family visit ends, observe effects visit had on the resident</li> <li>• Report negative visit effects to supervisor</li> </ul>	
<b>(S-9) Family and Family Support – Nurse Aide’s Role</b> <ul style="list-style-type: none"> <li>• Incorporate and honor family wishes, if possible</li> <li>• Refer family concerns to nurse aide supervisor</li> <li>• Serve as link in referring family to appropriate team member</li> <li>• Keep in mind, each resident culture and family tradition is unique and may be different from nurse aide’s</li> </ul>	
<b>(S-10) Family and Family Support – Nurse Aide’s Role</b>	

<b>Module P – Family and Family Support</b>	
<ul style="list-style-type: none"> <li>• Avoid involvement in family affairs</li> <li>• Be tactful when asking family member to leave resident's room</li> <li>• Answer questions honestly and refer resident health status questions to nurse</li> <li>• Work to build positive and trusting relationship with family</li> <li>• Let family know role is supported</li> </ul>	
<b>(S-11) Family and Family Support – Nurse Aide's Role</b> <ul style="list-style-type: none"> <li>• Provide outside picnic areas, playground equipment, gardens</li> <li>• Include in care conferences</li> <li>• Encourage to do some or all of personal grooming</li> <li>• Provide area for family/support system parties</li> <li>• Invite families to scheduled activities</li> </ul>	
<b>TEACHING TIP #1P: Interesting Activities</b> Ask students: <ul style="list-style-type: none"> <li>• What activities may be of interest to family members and visitors to attend with residents in a long-term care facility?</li> </ul>	
<b>(S-12) Family and Family Support – Nurse Aide's Role</b> <ul style="list-style-type: none"> <li>• Encourage family to assist with feeding if appropriate</li> <li>• Encourage family to bring special foods or beverages for resident, if allowed</li> <li>• Encourage time together</li> <li>• Keep lines of communication open</li> <li>• Understand that family and friends will do or say things to try and please the resident</li> </ul>	
<b>(S-13) Family and Family Support – Nurse Aide's Role</b> <ul style="list-style-type: none"> <li>• Use tact in dealing with family complaints and requests that you cannot honor</li> <li>• Assist families to understand the facility and how it works</li> <li>• Provide explanations for family questions or report to supervisor to assist the family with questions</li> <li>• Reassure family as they cope with resident's actions, problems and concerns</li> </ul>	
<b>(S-14) Family and Family Support – Points to Remember</b> <ul style="list-style-type: none"> <li>• Resident's family may not look like nurse aide's definition of family</li> <li>• Residents with no living relatives may have friends or neighbors act as family members</li> </ul>	
<b>(S-15) THE END</b>	