



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Service Regulation

State-approved Curriculum Nurse Aide I Training Program

MODULE P Family and Family Support

Teaching Guide 2024 Version 2.0



NC DEPARTMENT OF
**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 Teaching Guide

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

Advance Preparation – In General

- Review curriculum and presentation materials
- Add examples or comments in Notes Section
- Set up computer/projector

Supplies – Optional

Handouts – Optional

Instructional Resources/Guest Speakers – Optional

Advance Preparation – Teaching Tips

#P11: Interesting Activities

Ask students: What activities may be of interest to family members and visitors to attend with residents in a long-term care facility?

Advance Preparation – Activities – Optional

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

Module P – Family Support	
(S-1) Title Slide	
(S-2) 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	
(S-3) Family A group of people related by blood, marriage, or a feeling of closeness	Notes:
(S-4) Family Support Encouragement, assurance, and a sense of connection for the resident offered by blood relatives or groups of individuals close to the resident	Notes:
(S-5) Family and Family Support – Importance (1) <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 	Notes:
(S-6) Family and Family Support – Importance (2) <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 	Notes:
(S-7) Family and Family Support – Nurse Aide’s Role (1) <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, that cultures and family traditions are unique and may be different from nurse aide’s 	Notes:
(S-8) Family and Family Support – Nurse Aide’s Role (2) <ul style="list-style-type: none"> • Work to build positive and trusting relationship with family • Support the family role • Keep lines of communication open • Always be respectful and kind to family • Encourage expressions of emotions 	Notes:
(S-9) Family and Family Support – Nurse Aide’s Role (3) <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 	Notes:

Module P – Family Support	
<ul style="list-style-type: none"> • Refer family concerns to supervisor • 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 	
(S-10) Family and Family Support – Nurse Aide’s Role (4) <ul style="list-style-type: none"> • Encourage family to assist with feeding or dining if safe and resident agrees • Encourage family to bring special foods or beverages for resident, if allowed 	Notes:
(S-11) Family and Family Support – Nurse Aide’s Role (5) <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 	Notes:
TEACHING TIP #P11: Interesting Activities Ask students: What activities may be of interest to family members and visitors to attend with residents in a long-term care facility?	Notes:
(S-12) Family and Family Support – Nurse Aide’s Role (6) <ul style="list-style-type: none"> • After the family visit, observe any effects the visit had on the resident • Report negative visit effects to supervisor 	Notes:
(S-13) Family Support – Remember (1) Residents with no living relatives may have friends or neighbors who act as family members	Notes:
(S-14) Family Support – Remember (2) Resident’s family may not look like nurse aide’s definition of family	Notes: