

Communication



F550 Resident Rights

The resident has a right to communication with and access to persons and services inside and outside the facility.

F572 Information and Communication

The facility must inform the resident both orally and in writing in a language that the resident understands.

How to engage the residents at a Resident Council Meeting:

- ⇒ As a resident you have a right to communicate with anyone of your choosing. You also have a right to receive information in a language you can understand. But, communication is so much more than that. What do you think is good communication?
- ⇒ How does the staff communicate with you? Read “Effective Communication Explained.”
- ⇒ Here are some examples of effective communication: Does the staff
 1. Identify themselves and use your name each time you speak with them?
 2. Allow extra time for you to respond?
 3. Focus their interaction on you and make each interaction quality time?
 4. Listen carefully to you, directly respond to your questions and concerns? Give you an opportunity to ask questions and express yourself?
 5. Speak slowly, clearly and in a normal tone? Do they use medical or slang words?
 6. Maintain a positive attitude, including a pleasant tone of voice and facial expression?
 7. Repeat back what you have said to make sure that you are heard and understood?
- ⇒ What you can do to encourage effective communication with staff
 - The resident council could create communication tips for staff.
 - Talk with staff about how you would like to be communicated with.
 - Ask your ombudsman to help.

Effective Communication Explained

Effective communication describes a process of dialogue between individuals. The skills include speaking to others in a way they can understand and active listening and observation of verbal and non-verbal cues. Understanding what the resident is trying to communicate is essential to giving a response.

Additionally, effective communication ensures that information provided to the resident is provided in a form and manner that the resident can access and understand, including in a language that the resident can understand.

Communication

- **Did you know the nursing home must include effective communications as mandatory training for direct care staff?**