

Training Session for Volunteer Interviewers

The OSA's Provincial Residential Care Survey 2016



OFFICE OF THE
SENIORS ADVOCATE



A Warm Welcome

On behalf of...

- The Office of the Seniors Advocate
- Providence Health Care



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Today's Schedule

Activity

Welcome and Introduction

- Icebreaker: Setting the Stage
- Volunteer Interviewers: Your roles and responsibilities
- The Project Team: Your support network
- Introduction to the BC OSA's Residential Care Project

The Structured Interview

- Inviting and approaching Residents
- Conducting a Structured Interview
- Closing a Structured Interview
- Communication Strategies

The Administrative Survey Processes

- A Day in the Life: When You're On-site
- Tracking Your Progress

Next Steps: Homework before your first shift... then: Your first interview!



Which is the fastest-growing age group in Canada?

Under 15

15-34

35 to 54

55 to 84

85+



Growing old is easy.



What is your definition of *home*?



Merriam Webster Dictionary definition

Home

noun

1. The place where one lives permanently, especially as a member of a family or household.

Synonyms: residence, place of residence, house, apartment, flat, bungalow, cottage

2. An **institution** for people needing professional care or supervision.

Synonyms: an old people's home, institution, nursing home, retirement home, rest home that provides care 365/24/7



This place feels like *home* to me.

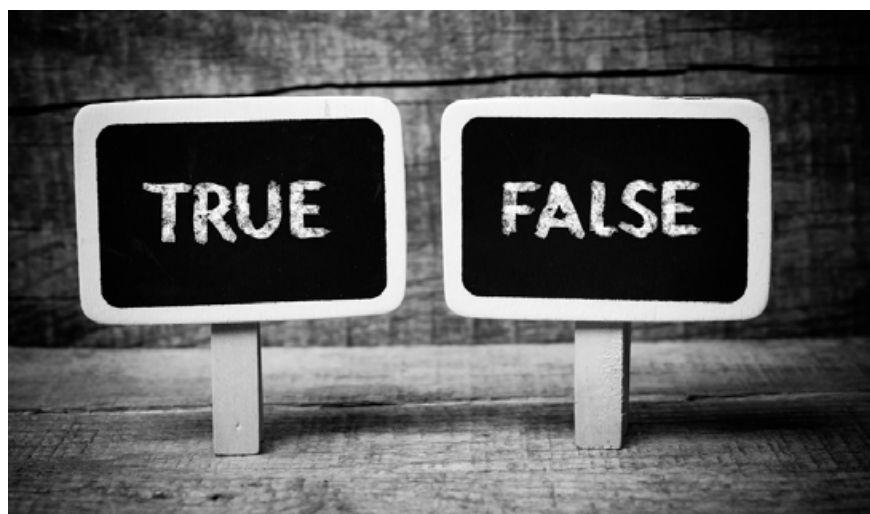
We travel the world
over in search of what
we need, and we return
home to find it



Do you want to live *here?*



A long-term care facility is the same thing as a retirement home.



What are some changes that occur as people age?



Your attitude toward aging can have a great impact on the residents you interact with.

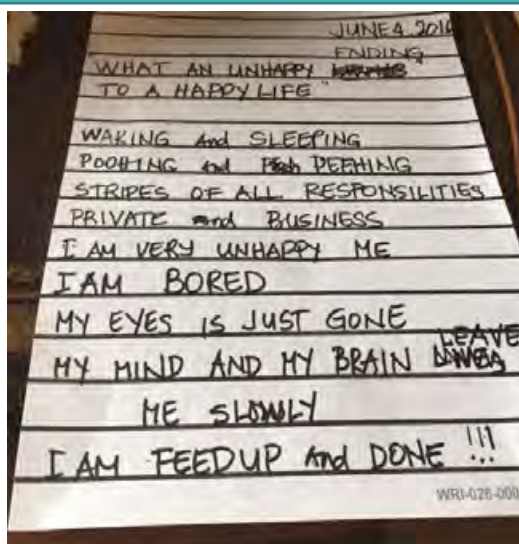


What is one word that describe what you feel about this woman's life?



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What is one word that describe your feelings having read the note?



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Today's Goals

- ✓ A solid understanding of the OSA's residential care project
- ✓ Feel confident in your abilities to:
 - ◆ Be able to conduct a structured interview in a standardized manner
 - ◆ Be able to effectively engage and communicate with residents
 - ◆ Be able to follow the project's administrative processes
- ✓ Know what your next steps as a Volunteer Interviewer are



The Skills of a Volunteer Interviewer

- | | |
|---|---|
| ◆ Empathy | ◆ Ability to deal with emotional conversations |
| ◆ Patience | ◆ Strong listening skills |
| ◆ Friendliness | ◆ Ability to Respond appropriately |
| ◆ Respectfulness | ◆ Ability to speak clearly/loudly |
| ◆ Confidence | ◆ Ability to listen and write clear verbatim comments |
| ◆ Organized | |
| ◆ Ability to conduct a structured interview | |



Welcome Video



The Project's Objectives

- ◆ To empower every resident to have the opportunity to have a voice about their experience in long-term care.
- ◆ To learn what is working and what is not working at the system, regional, and care home levels. To identify systemic issues in long term care.
- ◆ To survey the most frequent visitor of residents about their perceptions of their loved one's care and their own experience of care.
- ◆ To publicly report the survey results.



Who are we interviewing?

27,000

Residents

Residents will be approached regardless of:

- Age
- Cognitive Level
- Length of Stay
- Language



Who are we not interviewing?

- ◆ Residents who refuse to participate
 - A hard NO, means NO.
- ◆ Residents who are unresponsive
- ◆ Residents who are unable to agree to participate
- ◆ Residents who will not be approached to participate in an interview:
 - End-of-life (e.g. residents who are palliative care)
 - Pose a risk to volunteers (e.g. residents who have responsive behaviours)



The Resident Survey



- ◆ The full survey has 86 questions
- ◆ The interview format includes structured questions AND allows for conversation and recording of residents' additional comments.
- ◆ A full interview can take anywhere from 30 minutes to 2 hours to complete...it really depends on resident!



Categories of Survey Questions

The survey includes questions asking Residents to evaluate their experiences and satisfaction in the care home with:

- | | |
|-----------------------|--|
| ◆ Privacy | ◆ Staff-Resident Bonding |
| ◆ Food | ◆ Activities |
| ◆ Safety and Security | ◆ Personal Relationships |
| ◆ Comfort | ◆ Medications |
| ◆ Daily Decisions | ◆ Overall Ratings |
| ◆ Respect | ◆ Self-report general health status (physical and emotional) |
| ◆ Responsive Staff | |



Your Role as a Volunteer Interviewer



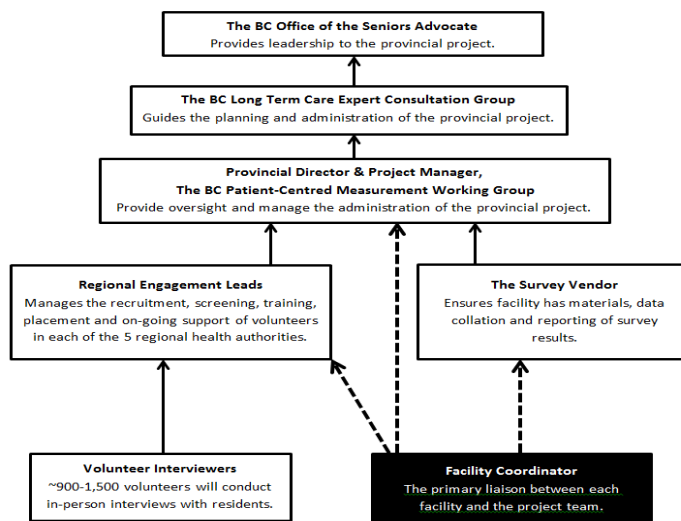
- ◆ To invite and engage our residents in a structured interview
- ◆ To listen to our residents in an unbiased and respectful manner
- ◆ To represent the BC Office of the Seniors Advocate by being respectful to residents, their family members/visitors, and staff members of the care homes.



Your Team Members



Your Team Members: Behind the Scenes



Volunteer Materials to Bring With You

- ◆ Tote Bag
- ◆ Lanyard + Nametag
- ◆ Seniors Advocate Button
- ◆ Visual Analogue Boards
- ◆ Introduction Script
- ◆ Volunteer Interviewer Manual
- ◆ Set of Thank You Cards
- ◆ Hand Sanitizer
- ◆ Disinfectant Wipes
- ◆ Optional Prompt Booklet
- ◆ Additional Comment sheets
- ◆ Blank Envelopes
- ◆ OSA Info Cards



Survey Materials On-site

These will be **provided to you** at the Care Home:

- ◆ Resident Survey Booklets
- ◆ Postage Paid Envelopes
- ◆ Confidential Resident List

It is **VERY** important that you do **NOT** take **ANY** of these materials with you at the end of your shift!

They **MUST** remain in the facility.



Typical Volunteer Shift

Sign up for
shift on
Better
Impact

Sign in and
check in
with the
Facility
Coordinator

Pick up
Resident
List and
Survey
Booklets

Locate and
invite
residents to
participate

Conduct
Resident
Interviews

Return all
survey
materials to
Facility
Coordinator
and sign out

Don't forget to bring a snack/lunch if
you are going to be conducting
interviews all day!



Recap: Overview of the Project



- ◆ Objectives of the provincial project
- ◆ The role of the Volunteer Interviewers
- ◆ Understanding of the project team supporting you and the project
- ◆ Introduction to all of the different Volunteer materials



10 Minute Break Time!



Check-in with the Facility Coordinator

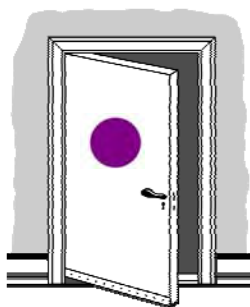
Each facility will have identified a Facility Coordinator(s) who will act as your go-to contact person while on-site.

- ◆ The primary contact for the project team and Volunteers while on-site.
- ◆ You must check in with your Facility Coordinator at the start of **every** shift.
 - Communicate any changes in the residents (e.g. if a resident has passed away)
 - Any relevant safety concerns that you need to be aware of (e.g. if Mrs. Smith is NOT appropriate to approach today)



Residents with a “Purple Dot”

The “Purple Dot” is used to identify if a resident has ever or does display any responsive behaviour.



Residents that have a purple dot on their door
WILL be approached, at the direction of the
Facility Coordinator.



The Resident List

The Resident List contains confidential information that you will use to:

- ✓ **To locate each resident**
 - First name, last name, room number, and bed number (if applicable)
- ✓ **To track each attempt of interviewing a resident**
 - Approaching residents up to 3 times
- ✓ **Communicate between Volunteer Interviewers**



The Resident List

CONFIDENTIAL - DO NOT REMOVE FROM FACILITY

Volunteer Interviewer Resident List - Alpha Hospital

List 2/5

BC Office of the Seniors Advocate's Residential Care Survey 2016

Updated: April 29, 2016

Use Disposition Codes

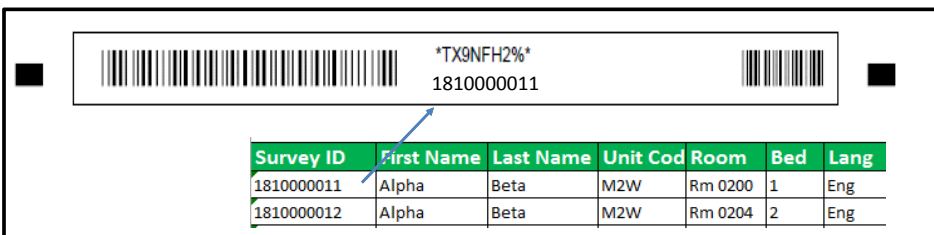
Survey ID	First Name	Last Name	Unit Cod	Room	Bed	Lang	Try #1	Try #2	Try #3	Comments
1810000011	Alpha	Beta	M2W	Rm 0200	1	Eng				
1810000012	Alpha	Beta	M2W	Rm 0204	2	Eng				
1810000013	Alpha	Beta	M2W	Rm 0210	2	Fren				
1810000014	Alpha	Beta	M2W	Rm 0232	1	Fren				
1810000015	Alpha	Beta	M2W	Rm 0238	1	Eng				
1810000016	Alpha	Beta	M2W	Rm 0238	3	Eng				
1810000017	Alpha	Beta	M2W	Rm 0238	4	Eng				
1810000018	Alpha	Beta	M2W	Rm 0242	1	Eng				



Matching Survey Booklets

There is a specific survey booklet for each resident.

- You must match the survey ID to the appropriate Resident Survey Booklet.
- Survey ID can be located at the bottom of the Resident Survey Booklet (the bar code).



A diagram showing a barcode with the text ***TX9NFH2%*** and **1810000011** above it. Below the barcode is a table with the following data:

Survey ID	First Name	Last Name	Unit Cod	Room	Bed	Lang
1810000011	Alpha	Beta	M2W	Rm 0200	1	Eng
1810000012	Alpha	Beta	M2W	Rm 0204	2	Eng

A blue arrow points from the Survey ID 1810000011 in the table to the barcode.

- Barcode must match the Survey ID found on your Resident List.



Locate & Identify the Resident

- To begin, see if the Resident is in his/her room
 - If the Resident is NOT in his/her room, ask a staff member where you might be able to find the Resident
 - If you are unable to find the Resident, move on to the next Resident on your list
- When you have located a Resident, use TWO Resident identifiers to make sure you are interviewing the correct person
 - Common identifiers: pictures and names on the resident's door and staff



Approaching the Resident



We are entering the resident's home, so please be sure to remember to be polite and courteous... and **knock** on their door before entering their room!



Approach and Invitation

Use the Survey Introduction Script when introducing yourself and the purpose of your visit.

Remember to:

- ◆ Knock before entering into a Resident's room.
- ◆ Be in the Resident's visual field when you introduce yourself.
- ◆ Speak clearly with one message at a time.



Approach and Invitation

Introduction Script: Part A

Approaching & Inviting a Resident

a. [READ]:

**Pause
after
each
bullet**

- "I am here today on behalf of the British Columbia Office of the Seniors Advocate.
- We are doing a survey. The survey asks questions about how seniors feel about living in care homes across British Columbia.
- The survey is voluntary.
- The results will be used to make recommendations about services for seniors in BC.
- The interview takes about 30 to 60 minutes.
- Would you like to do the survey with me?"

b. If resident responds and says:

- Yes → stay and continue to Step c.
- No → Resident refuses to interview, please thank resident for their time and make a note on the Resident List with "Refusal" code.
- No response → Approach again on two more occasions.



Setting the Stage

Find a place where the resident feels the most comfortable and safe to share their experiences.

- ◆ The interview should take place where it is quiet
- ◆ Position yourself next to the resident instead of across
 - Try not to have barriers between you and the resident
- ◆ Wash or clean your hands
 - Ask the resident if he/she would like to wash or clean their hands too



Approach and Invitation

Setting the Space

- c. Make sure the resident is comfortable and feels at ease to share with you. If the resident is not already in an area that is reasonably private, please ask staff for assistance moving him/her if he/she is unable to move themselves. Do NOT move the residents.

If there are other residents around you, ask the resident **"Is it okay if the other residents around us hear the answers you give to these questions"**

- Yes → proceed with step d
- No → Move to a private location. If no location available, attempt again at another time



Approach and Invitation

Introduction Script: Part B

- d. [READ]:
- "Before we begin, I want to assure you that all the information you provide today will be completely confidential.
 - The results will be used to make recommendations about services for seniors in BC, but will not identify your answers.
 - If at any time, you want to stop the interview, or you have something more to tell me, please interrupt me.
 - Before we begin, do you have any questions?"

- Must say all points on the script
- Assure confidentiality is understood and resident is ready to begin



Approach and Invitation

Example of responses residents may have:

- Engages with you
- Tells you to go away
- They start telling you a story not relevant to the survey
- No response or acknowledgement
- Staring at you or some visual response
- Avoidance
- Stress/anxiety
- Uncertainty

These responses can also be viewed as attempts that are tracked on the Resident List



Tracking Attempts

CONFIDENTIAL - DO NOT REMOVE FROM FACILITY

Volunteer Interviewer Resident List - Care Home Name

List 2/5

BC Office of the Seniors Advocate's Residential Care Survey 2016

Updated:

							Use Disposition Codes				
Survey ID	First Name	Last Name	Unit Code	Room	Bed	Lang	Try #1	Try #2	Try #3	Comment	
1800000001	Alpha	Beta	M2W	0200	1	Eng	1				
1800000002	Alpha	Beta	M2W	0201	2	Eng	2 (05/30)	1		T1. Come back 05/31 at 11am	
1800000003	Alpha	Beta	M2W	0202	2	Eng	8				
1800000004	Alpha	Beta	M2W	0203	1	Eng	7			Res. speaks french	
1800000005	Alpha	Beta	M2W	0204	1	Eng	12	6	1		
1800000006	Alpha	Beta	M2W	0205	3	Eng	3				
1800000007	Alpha	Beta	M2W	0206	4	Eng	4	11	11		
1800000008	Alpha	Beta	M2W	0207	1	Eng					
1800000009	Alpha	Beta	MEC2	0208	1	Eng					



The Try Codes

Try Code	Explanation
1 Completed Interview	When you have conducted an entire interview.
2 Partial	When you have partially completed the interview but need to return to complete it.
3 Hard Refusal	When a resident has adamantly refused to participate. (Do not attempt again)
4 Soft Refusal	When resident might not have wanted to participate at that time but maybe willing to participate another time
5 Could not complete evaluative section	When attempted the interview but resident could not answer any of the questions in the first 2 sections of the survey. (Do not attempt again)
6 Confusion / Anxiety	When a resident cannot understand what you are saying or is demonstrated anxiety to your questions.
7 Language	Language barrier; you do not speak same language as the resident. Another volunteer who speaks that language will need to attempt.
8 Palliative Care	Resident is in Palliative care (Do not attempt again)
9 Deceased	When the resident has passed (Do not attempt again)
10 Could Not Locate	When you cannot locate the resident based on the information on the Resident List and help from the facility staff.
11 Unresponsive	When the resident is completely unresponsive (E.g. they do not acknowledge your presence).
12 Too Ill	When the resident is too unwell to participate.
13 Risk to Interviewer (Aggression)	When the resident is considered aggressive by the staff or displays aggressive behavior when you approach them. (Do not attempt)
14 Discharged	When the resident has been discharged from the facility. (Do not attempt again)

A Note About Attempts

- ◆ Residents will have good days and bad days, please try not to take any of their reactions personally.
- ◆ Making 3 attempts to complete an interview increases the likelihood that you will find the resident able to communicate with you.
- ◆ Do not let your discomfort level exclude a resident.
 - If you are uncomfortable, please ask the REL to assign the resident to another volunteer.

Try Code: “Language” (#7)

- ◆ If the resident wishes to be interviewed in another language:
 - If it is one of the languages we offer then record this on your Resident List, and **let the REL know** as soon as you are able.
 - If it is a language that we do not offer record on your resident list and do not attempt again



Mock Exercise #1: Introduction

Break off in to pairs and to practice the approach and inviting a Resident using your Introduction Script.



Remember to:

- ◆ Speak clearly with one message at a time.
- ◆ Say **everything** in the Introduction Script.
- ◆ Use Resident List / Try codes to practices locating the resident and tracking attempts.



Recap: Your First Steps On-site



- ◆ The importance of the Shift Check in with the Facility Coordinator
- ◆ The role of the Resident List
- ◆ How to match Survey IDs and Survey Booklets
- ◆ How to approach and invite a resident to participate
- ◆ ...a little bit about the different Try Codes



The Structured Interview: Part 1



Recording the Resident's Response

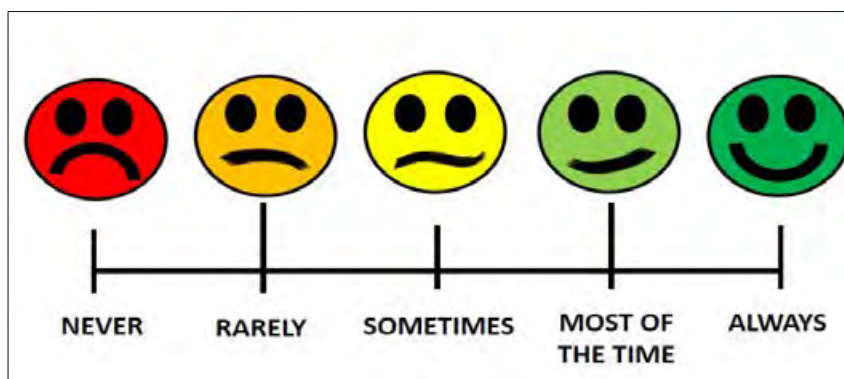
79. Staff takes the time to have a friendly conversation with me. (Board 1)

<input type="radio"/> Never	<input type="radio"/> Don't know
<input checked="" type="radio"/> Rarely	<input type="radio"/> Refused
<input type="radio"/> Sometimes	<input type="radio"/> No response
<input checked="" type="radio"/> Most of the Time	<input type="radio"/> Not Applicable
<input type="radio"/> Always	

Optional Prompts:
- Staff is interested in things like where you were born



The Visual Analogue Board



Interviewers will be using strategies to maximize Resident inclusion, including:

- use of visual analogue boards
- soft skill communication strategies



Mock Exercise #2: The “I” Statements

Break off into pairs to practice using the introductory sentences and the first two questions in your Resident Survey Booklet.

Remember to:

- ◆ Use the “I” statements appropriately.
- ◆ Clearly state the response options in the correct order.
- ◆ Use the visual analogue boards in your interview.



Lunch break!



The Structured Interview: Part 2

The Structured Interview Training Video



Mock Exercise #3: Writing Comments

Listen and record what is relevant.

Remember to:

- ◆ Try to write exactly what the resident is saying.
- ◆ Make sure handwriting is neat and legible
- ◆ If resident goes off track do not need to write information that is not related to the survey
 - If this happens, listen to residents story then bring them back to the survey.



The Structured Interview: Part 3



Mock Exercise #4: A Mini Interview

Break off into pairs to practice a “mini” structured interview. Practice the invitation (using the Introduction Script) and the first two sections of the survey using the Resident Survey Booklet.

Remember to:

- ◆ Speak slowly and clearly, with one message at a time.
- ◆ Pause to allow time for the resident to think.
- ◆ Use the prompts only as necessary.
- ◆ Repeat response options or redirect as necessary.



Recap: The Structured Interview



- ◆ Familiar with the format of the survey questions
- ◆ Using the visual analogue boards to assist the resident in communicating
- ◆ When and how to use the standardized prompts
- ◆ How to record survey responses and comments from the resident
- ◆ What to do in challenging (but common) situations



Completing the Final Interview Status

You will need to complete the Final Interview Status for every resident.

Fill in Final Interview Status when:

- Completed an interview
- Resident Refused to participate
- Resident has been excluded (Palliative, deceased, discharged)
- Made 3 unsuccessful attempts to conduct an interview with a resident

1. *FINAL INTERVIEW STATUS :

- ☐ Participated in survey interview
- ☐ Refused to participate
- ☐ Unable to answer first 2 sections
- ☐ Language barrier
- ☐ Palliative care
- ☐ Deceased
- ☐ Could not locate after 3 attempts
- ☐ Unresponsive after 3 attempts
- ☐ Too ill to survey after 3 attempts
- ☐ Risk to interview (e.g., aggression as deemed by facility staff)
- ☐ Discharged



Try Codes Vs. Final Interview Status

Try Code	Final Interview Status
Completed Interview	<input checked="" type="radio"/> Participated in survey interview
Partial	
Hard Refusal	<input type="radio"/> Refused to participate
Soft Refusal	
Confusion / Anxiety ***	
Could not complete evaluative section	<input type="radio"/> Unable to answer first 2 sections
Language	<input type="radio"/> Language barrier
Palliative Care	<input type="radio"/> Palliative care
Deceased	<input type="radio"/> Deceased
Could not located	<input type="radio"/> Could not locate after 3 attempts
Unresponsive	<input type="radio"/> Unresponsive after 3 attempts
Too ill	<input type="radio"/> Too ill to survey after 3 attempts
Risk to Interviewer (Aggression)	<input type="radio"/> Risk to interview (e.g., aggression as deemed by facility staff)
Discharged	<input type="radio"/> Discharged



POP QUIZ

Which Final Interview Status (if any) should be used for each of the residents on this list?

CONFIDENTIAL - DO NOT REMOVE FROM FACILITY

Volunteer Interviewer Resident List - Care Home Name

List 2/5

BC Office of the Seniors Advocate's Residential Care Survey 2016

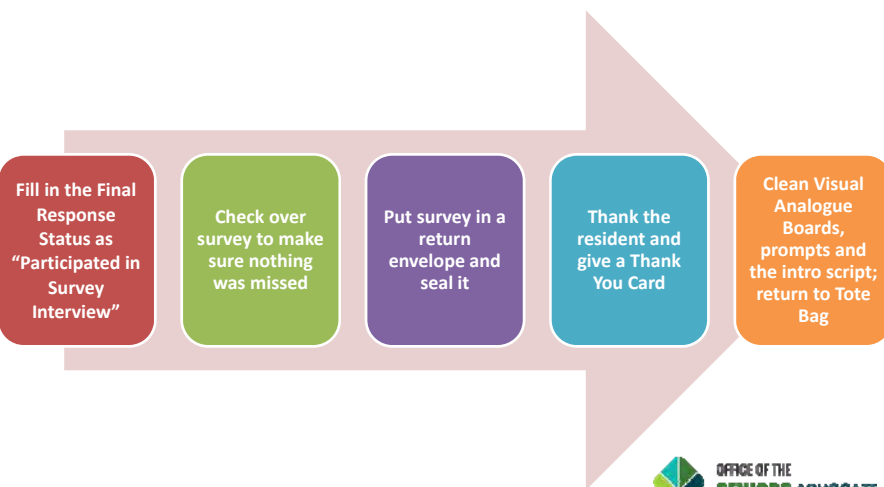
Updated:

							Use Disposition Codes				
Survey ID	First Name	Last Name	Unit Code	Room	Bed	Lang	Try #1	Try #2	Try #3	Comment	
1800000001	Alpha	Beta	M2W	0200	1	Eng	1				
1800000002	Alpha	Beta	M2W	0201	2	Eng	2 (05/30)	1			T1. Come back 05/31 at 11am
1800000003	Alpha	Beta	M2W	0202	2	Eng	8				
1800000004	Alpha	Beta	M2W	0203	1	Eng	7				Res. speaks french
1800000005	Alpha	Beta	M2W	0204	1	Eng	12	6	1		
1800000006	Alpha	Beta	M2W	0205	3	Eng	3				
1800000007	Alpha	Beta	M2W	0206	4	Eng	4	11	11		
1800000008	Alpha	Beta	M2W	0207	1	Eng					
1800000009	Alpha	Beta	MEC2	0208	1	Eng					



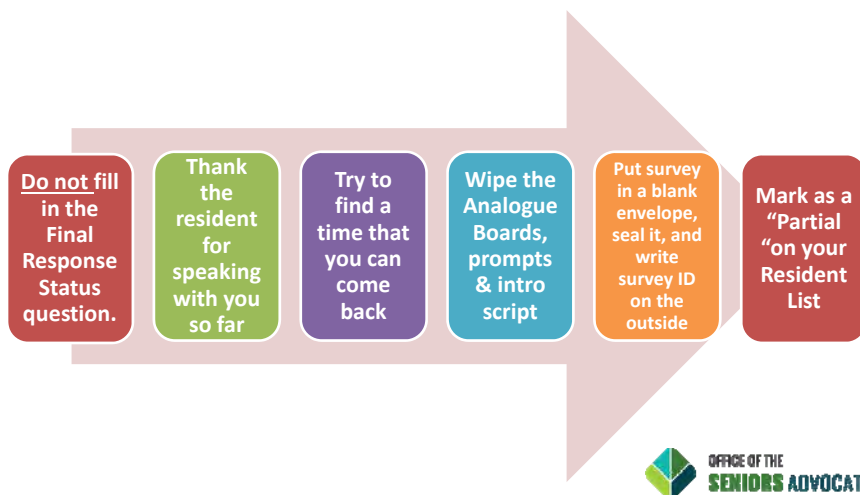
Completing an Interview

What to do when you have completed an interview:



Ending an Interview Early

What to do with a partial survey that you or another volunteer will return to:



Returning to a Partial Interview

There will be times that you pick up a partial survey and need to complete it.

- ◆ Check the Resident List to see if there are any notes about the interview or resident preferred times
- ◆ Repeat the statement on your introduction script relating to the survey being voluntary and confidential
- ◆ Must receive consent from resident again
 - Ask resident if it is okay to continue the survey



Determining whether to continue

Ask the questions from the first 2 sections (Privacy and Food) on the survey and see if they are responding in a 'meaningful' way.

- ◆ If resident is not responding verbally prompt them to use the visual analogue boards
- ◆ If resident does not understand use the given optional prompts
- ◆ Ensure communication/understanding is not lost



Determining whether to continue

Proceed if:

- Resident is answering using the appropriate response scale
- The Resident is providing meaningful information

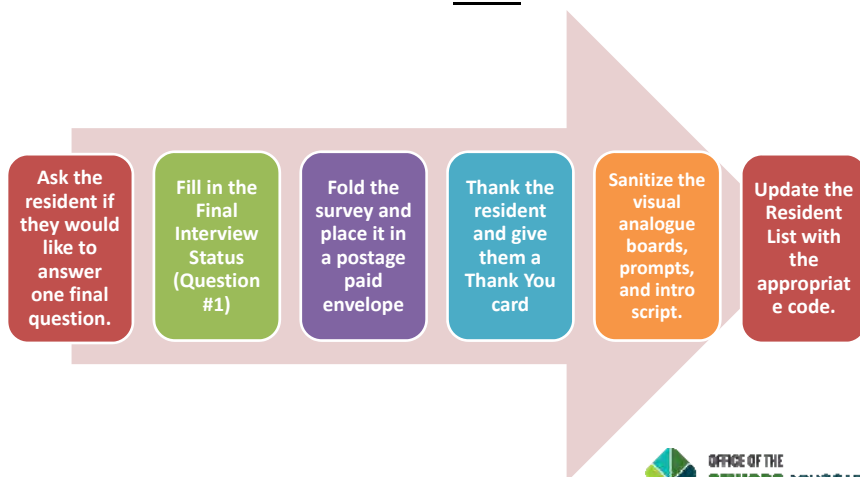
Do not proceed if:

- Resident is not able to provide meaningful information
- Resident has become unresponsive
- You can no longer understand the Resident



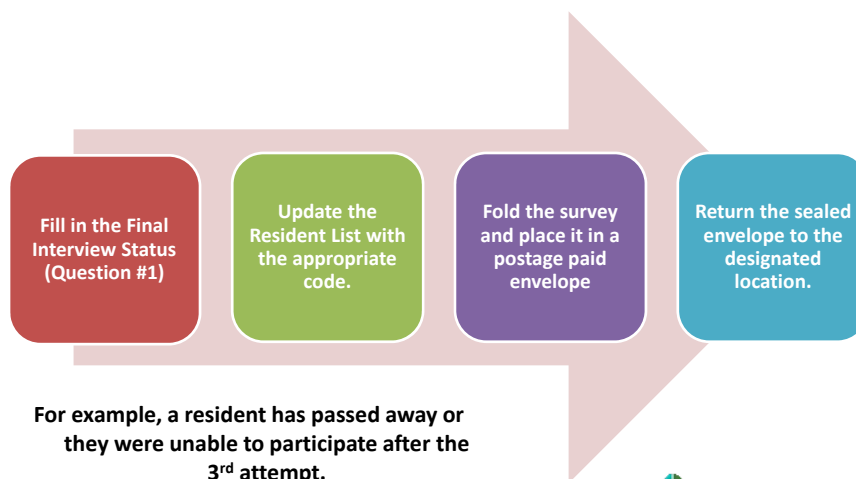
Ending an Interview Early

What to do with a partial survey that you or another volunteer will NOT return to:



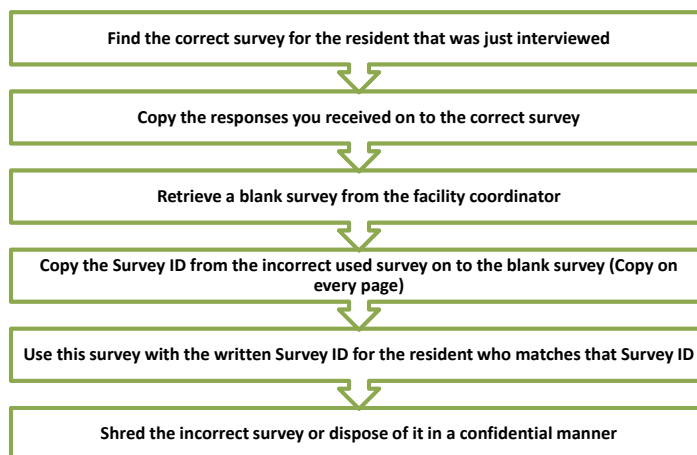
Submitting an 'Empty' Survey Booklet

What to do with a survey that was never started:



The Generic Survey Booklets

If you have used the incorrect survey booklet when surveying a resident you should:



When There is a New Resident

There might be a time where you find that there are residents in a home that are not on the Resident List. If this happens please follow these steps:

Step 1: Contact your REL

- There might be some residents who should not be interviewed. For example, those who have opted out or those who are in a palliative unit. It is important to confirm with your REL if you should go forward with interviewing this resident.



When There is a New Resident

If the REL has confirmed that you should go forward with interviewing the resident:

Step 2: Enter resident information on the resident list beside a predetermined Survey ID.

- On the last page of each resident List there are predetermined Survey IDs. Enter the resident information in with one of these Survey IDs.

CONFIDENTIAL - DO NOT REMOVE FROM FACILITY
 Volunteer Interviewer Resident List - Peace Arch Extended Care Unit Hogg (Wave 2)
 BC Office of the Seniors Advocate's Residential Care Survey 2016

Survey ID	First Name	Last Name	Unit Code	Room	Bed	Long	Try #1	Try #2	Try #3	Comment
SHAPCEAR001										
SHAPCEAR002										
SHAPCEAR003										
SHAPCEAR004										



When There is a New Resident

If the REL has confirmed that you should go forward with interviewing the resident:

Step 3: Take a generic survey package (one without a survey ID) to interview the resident with.

- ◆ You must write the predetermined survey ID found on the resident list on each page of the generic survey.

Step 4: Complete survey and place in a postage paid envelope.

- ◆ Return this to the facility coordinator in the same fashion as you would any completed survey.



At the end of your Volunteer Shift

Please bring back all materials given to you at back to the designated location.

Unused Surveys

- Surveys that are completely blank
- Are stored designated location, as is

Sealed Postage Paid Envelopes

- Includes: all surveys where you have completed the Final Interview Status (e.g. completed interviews, refusals)
- Go into the designated location for outgoing mail

Partial Surveys

- Includes surveys where a Volunteer will attempt to continue the interview another shift
- Go into a BLANK manila envelope, placed back into the corresponding pile, stored in the designated location



POP QUIZ

Questions

1. You do not have to complete the Final Interview Status for every resident.
True or false?
2. What do you do with blank/unused surveys at the end of your shift?
3. Name the two things you must do after you finish an interview, regardless of whether you will be coming back to the resident or not.
4. You should proceed with the interview if the resident is not providing you with meaningful information.
True or false?



Recap: Administrative Processes



- ◆ How to complete the Final Interview Status
- ◆ What to do when you complete an interview
- ◆ What to do with a partial interview
- ◆ When to end an interview early
- ◆ What to do with the survey materials at the end of your shift



10 Minute Break Time!



Communication Strategies

Communicating with Residents with cognitive challenges

- ◆ Elder speak: do not talk down to residents!
- ◆ **KISS** : Keep It Short & Simple
- ◆ If these individuals are unable to complete the survey. Stop the survey but stay and talk to them about something they can speak about so you leave them with a good experience.
 - If stopping the survey make sure to ask the final comment question
- ◆ Don't take things personally



Communication Strategies

Communicating with Residents with physical challenges



◆ Be creative and flexible

- The tools are there to increase participation but are not always necessary.

◆ Be patient

- Take the time the resident needs



Communication Strategies

Communicating with Residents when they are emotional



◆ Be empathetic

◆ Stop the survey and listen

- ◆ If resident wants to continue the survey you can, but give them the option to return later if they would like.



Communication Strategies

Communicating with a Person with Dementia



You + Your Regional Engagement Lead

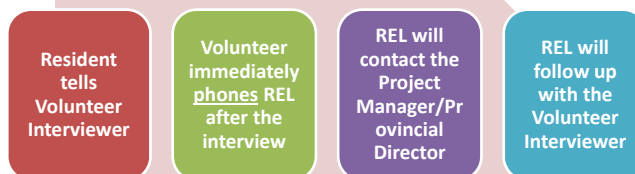
Situations where your REL is going to support you:

- If you have been injured at a facility
- Requests from the facilities that do not fall in your responsibilities
- If staff or facility coordinator are not being helpful and hindering the project
- Concerns about confidentiality/privacy
- You are out of supplies
- Your own emotional wellbeing



Disclosure of an Allegation Abuse

Any action or inaction that causes harm or risk of harm. This can include physical, mental, or emotional harm, or damage or loss in respect to financial affairs.



If you are unsure, please contact your REL to share what you have heard.



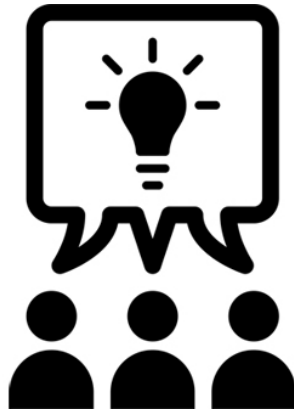
Take good care of yourself!

- ◆ Interviews will require a lot of energy and attention, if you feel that you would not be able to conduct another interview with the necessary attention, please let the Facility Coordinator and your REL know.
- ◆ If you need to debrief or would like to chat about your own experiences, please reach out to your REL – they are there to support you!



Mock Exercise #5: Scenarios

As a group, we will go through different (but common!) scenarios to figure out what is the right thing to do.



Recap: Communication Strategies



- ◆ Communicating with Residents with different challenges
- ◆ The importance of demonstrating empathy
- ◆ Situations when you need to immediately contact your REL
- ◆ The importance of taking care of yourself



Visiting the Care Home

◆ **Be on time!** If you are going to be late, please call your REL so they can pass on that information the staff.

◆ **First visit:**

- Introduce yourself to the Facility Coordinator; he/she will give you a quick tour of the care home; check-in
- He/she will give you your Resident List & Surveys Booklets

◆ **Subsequent visits:**

- Check-in with the Facility Coordinator
- He/she will give you your Resident List + Surveys Booklets



Preparing for Your Visit to the Care Home

◆ **Review the Resources Tab on the surveybcseniors.org Website**

◆ **Watch the two training videos (found in Resource Tab)**

- Infection Prevention and Control
- Communicating with Residents with Dementia

◆ **Complete the online privacy and confidentiality module**

◆ **Dress appropriately**

- Closed toe shoes
- Business Casual (No revealing clothing)
- No scents (e.g. perfume, cologne, scented creams)

◆ **Make sure you know where you are going, for what time, and who you need to speak to when you get there**

◆ **Bring your own pens!**



Knowledge check

- 1. A nurse tells you that Mr. Johnson will not be able to respond to you. It is just a waste of time to try to interview him. What would you do?**

- ☒ Approach Mr. Johnson anyway; if he can't respond during the first attempt, go back 2 more times on different days to see if he is responsive.
- ☐ Approach Mr. Johnson once and if the nurse is right, you will stop and not attempt to approach Mr. Johnson again.
- ☐ Do not approach Mr. Johnson at all. Record on the Resident List and the Resident Survey Booklet that Mr. Johnson is unresponsive.



Knowledge check

- 2. When do you update the Resident List?**

- ☒ At the end of each Resident interview and after each approach.
- ☐ At the end of your Volunteers Shift
- ☐ Only if the resident has completed the interview
- ☐ I do not need to update the Resident Tracking List



Knowledge check

3. You have just gone to approach your first resident of the day but he is not in his room. Should you?

- ☐ Immediately mark resident as "Could not locate" in your Resident List.
- ☐ Immediately ask the a staff member where to locate the resident
- ☒ Not mark this resident as anything in your Resident Tracking List and move on to another resident
- ☐ Do not approach the resident ever again



Knowledge check

4. You just had a very emotional interview and you ran into another volunteer alone in the elevator. What can you say to this volunteer?

- ☒ "I had a very hard interview. I am very sad."
- ☐ "I just interviewed Mr. Johnson. He is so upset about everything. He really needs to get out of here."
- ☐ "Mr. Johnson really had a sad life here. I wish I could do more for him."
- ☐ None of the above



Knowledge check

5. You interviewed Mr. Johnson who had a super interesting life. A friend asked you how the interviews went. What could you say to your friend?

- ☒ "The resident I spoke with today was so talkative! I could not get him to stop talking about his life!"
- ☐ "I interviewed a resident today who was a war veteran, and he said he was a German spy! He almost got killed on duty so many times..."
- ☒ "I had the best conversation with one of the residents I interviewed today."
- ☐ None of the above



Knowledge check

Number the activities in your handout/below in the correct sequence

16	Return sealed envelope to Facility Coordinator or dropbox
12	Seal survey in postage-paid envelope
6	Use Intro Script to approach and invite
1	Wash/clean Hands
20	Go home for the day
7	Match survey code to the resident and pull out the correct survey
8	Clean hands with hand sanitizer
2	Check in with the facility coordinator
17	Go find another resident to interview
11	Review the questionnaire to make sure questions and the final interview status is filled out.
9	Interview the resident
5	Locate a resident on your list – make sure they are correctly identified (wristband, photo, staff)
14	Give resident a thank-you card
10	Fill out Final Interview Status
13	Sanitize boards, script and prompts
19	Clean / wash your hands
3	Get Resident Tracking List & matching surveys
15	Update Resident Tracking List
4	Go through list with facility coordinator for any resident info
18	Make sure all unused/unfinished questionnaires and tracking sheets are returned to where they belong



Exercise #6: Review of Survey Q's

We will now read every statement/question and prompt on the survey tool and address any questions or thoughts.

- ◆ Read every statement/question, response options, and optional prompts, as written.
- ◆ Speak slowly and clearly, with one message a time.
- ◆ Explain the rationale behind each survey item.



Exercise #7: Mock Interviews

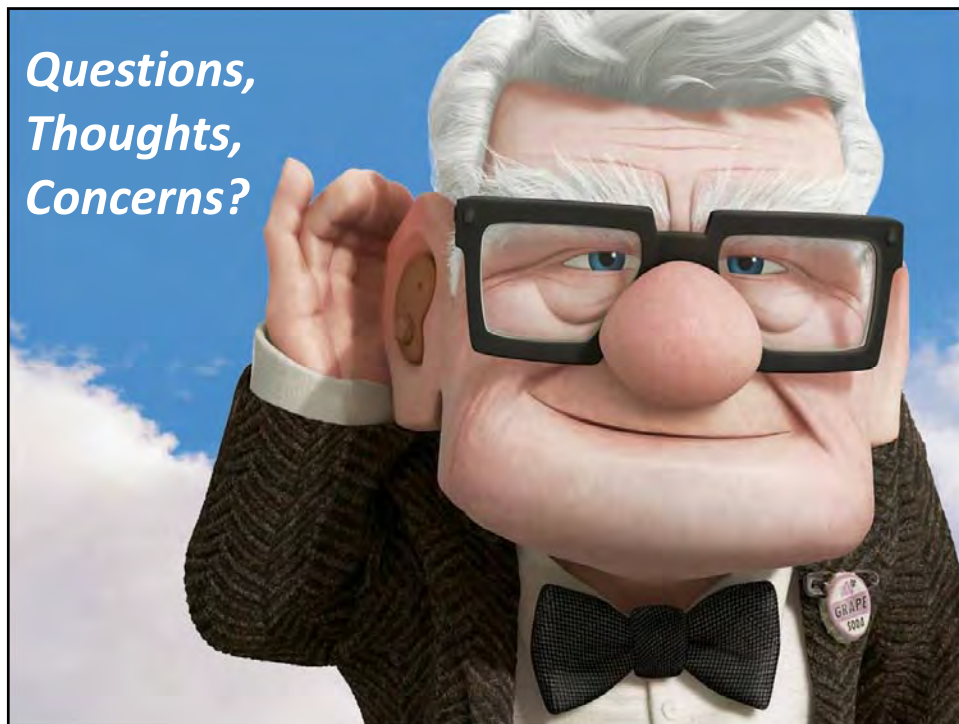
IF TIME PERMITS:

Pair up and conduct a mock interview, using the Introduction Script, the visual analogue boards, and the Resident Survey Booklet. Please go from the approach all the way to the Comfort section.

Remember to:

- ◆ Read the question and response options as written.
- ◆ Speak slowly and clearly, with one message a time.
- ◆ Be present and listen attentively to the resident.





Now that you have completed your in-person training, how comfortable are you in your skills to communicate effectively with residents?

- ☒ Very comfortable
- ☐ Somewhat comfortable
- ☐ Somewhat uncomfortable
- ☐ Uncomfortable
- ☐ Not sure

Thank you and good luck!

