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# Dealing with Difficult Families

“I know this is hard on you, but can you let me do my job?”

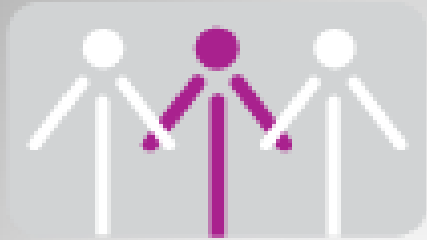
Empathy and boundary setting  
with difficult families.

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- ✓ Psychosocial assessments
  - ✓ Safety assessments
  - ✓ Nursing assessments
  - ✓ Cognitive stimulation
- ✓ Dietician, Recreation therapist
  - ✓ Occupational therapist
    - ✓ Toolkits
    - ✓ Client events
- ✓ Professional consultation and training



# PRESENTATION OVERVIEW

- 1 EMPLOYEE AND FAMILY RESPONSIBILITIES
- 2 UNDERSTANDING THE FAMILY'S JOURNEY: ILLNESS, GRIEF, AND PSYCHOLOGICAL PROCESSES
- 3 MERGING OF PROFESSIONAL AND FAMILY EXPECTATIONS
- 4 RELATIONSHIP PITFALLS, BARRIERS, INFLUENCES
- 5 COMMUNICATION AND RELATIONSHIP BUILDING



Understand the families of your patients. This is not a “just another day” experience for them.

**TAKE HOME MESSAGE...**



Be purposeful with your interactions and planning process. Remember that you are not alone.

**TAKE HOME MESSAGE...**

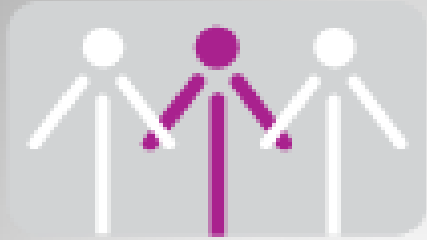


Professional boundaries combined with empathy and purposeful care planning provides your patients with quality care, and improves the work environment for your care team.

**TAKE HOME MESSAGE...**



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For more information about the complete training, or to schedule this training at your organization, please contact Stephanie Erickson at (514) 795-7377 or visit the Erickson Resource Group website at [www.ericksonresource.com](http://www.ericksonresource.com)