

CARE PLAN CARD 1

Mrs. White has broken her leg and can no longer come in each day to visit her husband.

She has been calling the nursing station 4 times a day and telling staff in a raised voice that her husband is not being fed enough.

Mr. White's meal plan and intake have not changed since his wife broke her leg.

CARE PLAN CARD 2

Rajinder, Mrs. Aliwani's son shares how angry he is that staff is not taking his mother to her favourite programs anymore.

Starting last month, Mrs. Aliwani, who is living with dementia, yells "get me out of here" each time she is brought to the recreation room.

Family
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CARE PLAN CARD 3

After returning from a winter away, the daughter of a resident living with advanced dementia says she is shocked by her mother's appearance.

She asked "Where's her makeup? Have you taken her to the hairdresser? Don't you understand how important it is to my mother that she looks her best?"

CARE PLAN CARD 4

A resident wants to keep attending church with his family, but no longer wants to wear a suit.

His family feels this is disrespectful and does not want to take him unless he is dressed in a suit.

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CARE PLAN CARD 2

As applicable, with the resident's consent/assent:

- Discuss options for alternative activities with the team and son.
- Continue bringing Mrs. Aliwani to her favourite program and monitor if her behaviour changes.
- Start Mrs. Aliwani on an exercise program to increase her activity level.
- Discuss alternate programming for Mrs. Aliwani with the team and let her son know.
- Tell the son his mother is changing and he needs to accept it.

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CARE PLAN CARD 1

As applicable, with the resident's consent/assent:

- Discuss creating a schedule for daily check-ins and updates via phone.
- Contact Mrs. White and give her an update. Ask how the team can support her while her leg is healing.
- Prescribe an appetite stimulant for Mr. White.
- Discuss possible changes to Mr. White's meal plan with Mrs. White.
- Keep a log of Mr. White's food intake and when completed, provide a copy to Mrs. White.

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CARE PLAN CARD 4

As applicable, with the resident's consent/assent:

- Ask the family if he can be dressed in something else besides a suit since it can be difficult to put it on him.
- Offer to provide spiritual care in the resident's room on Sunday mornings and invite the family to attend as well.
- Ask the family to convince the resident that it is most appropriate to wear a suit when attending church.
- Invite the family members to come in ahead of time on Sunday mornings to assist the team with dressing the resident.
- Tell the family and resident that this is a personal issue and the team will not get involved.

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CARE PLAN CARD 3

As applicable, with the resident's consent/assent:

- Tell the daughter her mother is beautiful just the way she is.
- Offer to meet with the resident and daughter to discuss what makes the resident feel beautiful, and how to apply it to the care plan.
- Offer the resident's daughter a schedule of the hairstylist's work hours so that she can book an appointment for her mother.
- The care team will ask for the hairstylist to come to the resident's room every week at 8am.
- The team asks the daughter to be responsible for applying her mother's makeup and styling her hair.

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CARE PLAN CARD 5

Within the last two weeks, George has yelled and hit staff during care.

When this occurs, his roommate, Peter begins to cry. As a result, Peter's family has called the Ministry multiple times insisting that Peter be moved to a private room. The home only has double occupancy rooms.

CARE PLAN CARD 6

Every day, Mrs. Wong, arrives just before noon and insists the PSW stop taking other residents to lunch and toilet her husband instead.

The PSW routinely toilets Mr. Wong 15 minutes before lunch as per his care plan.

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CARE PLAN CARD 7

A daughter has threatened legal action against the long-term care home for losing her mother's hearing aids for the second time.

Her mother has advanced dementia and aphasia and cannot tell the team where they are.

CARE PLAN CARD 8

A resident has become more unstable on his knees, putting him and the staff at risk for falls when transferring him to a kneeling position for his prayers.

The resident's brother, who is the Power of Attorney (POA), asks that his brother continue this life-long practice of kneeling anyways

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CARE PLANE CARD 6

As applicable, with the resident's consent/assent:

- Encourage Mrs. Wong to meet the PSW 15 minutes before lunch to be part of his toileting routine.
- Ask your PSW colleagues to cover for you during their break so you don't have to say no to Mrs. Wong.
- Explain to Mrs. Wong that getting the other residents to lunch is also your priority and she should talk to your supervisor if she is unsatisfied.
- Review the toileting routine with the Mrs. Wong.
- Suggest to Mrs. Wong that she take over the toileting when she arrives.

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CARE PLAN CARD 5

As applicable, with the resident's consent/assent:

- Suggest to the family they look for an alternative long-term care home which has single occupancy rooms.
- Offer to use the television as a distraction for Peter during George's care.
- Place headphones on Peter during George's care and play classical music, since it is usually calming.
- Invite the family to meet with the team to discuss available options to improve Peter's situation.
- Accept an offer by volunteer services to have Peter taken out once a week during George's care.

Family
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CARE PLAN CARD 8

As applicable, with the resident's consent/assent:

- Ask the PSWs to explain how they normally help him kneel.
- Suggest that the team, including the family and resident, meet to develop a falls prevention plan.
- Share stories with the family about other residents who have stopped prayer practices such as bowing as part of their daily routine.
- Ask spiritual care to provide a movie or audio recording of prayers which can be played at his normal prayer time as an alternate plan.
- Ask the Director of Care to speak to the family about the importance of preventing staff injuries.

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CARE PLAN CARD 7

As applicable, with the resident's consent/assent:

- Coordinate a plan for the team to check the garbage cans.
- Have staff check the roommate's drawers as she is known to collect items.
- Give the daughter a legal statement denying any responsibility for lost items by the long-term care home.
- Bring the team together to create a follow-up plan with the family.
- Check the other residents to make sure they are not wearing her hearing aids.

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CARE PLAN CARD 9

One day, a resident's sister, who acts as Substitute Decision Maker (SDM), promises to bring him beef ribs as this is his favourite meal. She informs the staff, "it is just this once for his birthday."

Recently, the resident has been coughing more frequently during meals and the team is concerned he might choke while eating the ribs.

CARE PLAN CARD 10

A husband confided his guilt to the team that he is too weak to take his wife outside to get fresh air.

He wishes he could afford to hire a private caregiver to take her outside.

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CARE PLAN CARD 10

As applicable, with the resident's consent/assent:

- a. Ask the recreation department if they can add an outdoor activity to the weekly plan for the summer.
- b. Ask the social worker to refer him to a group that addresses feelings of guilt.
- c. Reassure the husband that most people are just like him and cannot afford a private caregiver either.
- d. Ask the husband to come in and give his insight on how to optimize his wife's leisure plan.
- e. Ask a volunteer to take the resident outside every other Tuesday.

CARE PLAN CARD 9

As applicable, with the resident's consent/assent:

- a. Start legal action to remove the sister as the SDM since feeding him ribs is too dangerous.
- b. Ask the dietician to explain to the sister why eating ribs would be dangerous.
- c. Show the sister the two other pureed meal options scheduled to be on the menu on his birthday.
- d. Ask other family members if they can try to change the sister's mind.
- e. Explore options with the resident's sister to offer him an enjoyable and safe birthday meal.

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Notes about the Care plans

Additional copies of these cards can be found at clri-ltc.ca/familyvalues

When printing, select 'print along the long edge' in order to have the cards print properly front and back.

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