Care Professional Resource

Team Work

Collaborate
Each member of the team serves a unique purpose. Everyone has different strengths and weaknesses and together we make up an amazing, supportive team for the client. Our goal is the make the most of others' strengths.

EXAMPLE: One Care Pro might be able to get a client in the shower, while another might be able to get the client to reminisce, and another might be able to get the client to eat.

It's only as a team that we are able to provide the highest level of care for the client. We need to learn as much as we can from the other Care Pros in the home. Perhaps there is a specific approach to getting the client to agree to bathe. Once you learn that approach you will no longer struggle to get the client to take a bath.

Communicate
Communicating with other team members is important when it comes to providing well rounded care for your client. You will communicate with the family, health care professionals and other Care Pros through the client journal.

Do not hesitate to call the office with concerns or updates about the client's well-being. Your notes in the activity logs should serve as guide for others in the home.

EXAMPLE: 8 a.m. made blueberry pancakes for breakfast. Client ate them all.

Because of this small note the Care Pros coming in after you will know that he ate a good amount for breakfast and that may impact how much he will eat for lunch. This also tells us that he may need to use the restroom in the mid-morning. Everyone will be aware that he enjoyed the meal and if he is struggling to eat in the future, we may make this meal again as he clearly liked it. Finally, be polite in all communications with other team members. Each member of the team is equally as important as the next.

Develop a Routine
Work with your client, their family and the franchise office staff to come up with a routine that divides work evenly.

EXAMPLE: Laundry is done on Mondays, vacuuming on Wednesdays and dusting on Fridays.

Be Professional
Ensure your emotions are always under control and avoid venting to the client or their family. If there is a problem, the office staff can help develop a resolution that will ensure everyone is satisfied. Even the best laid plan hits snags along the way. If a task is not completed, do not make assumptions on the reasons why. Every day brings new challenges and we must work together to solve them.

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Team Work *(Part 2)*

Notes:

This resource is brought to you by Stephanie Desmond, Recruitment and Retention Coordinator, from Munhall, Pennsylvania and Tiffany Maxwell, Recruitment and Retention Coordinator, from Jerseyville, Illinois.

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