

Envisioning the Future 2020 & BEYOND

Session Takeaways

H1 Envisioning the Future: Through the Eyes of Family Members

Moderator: Jill Vitale-Aussem, President & CEO, The Eden Alternative

Panelists: Sarah Rowan, Advocate

Deborah Bakti, Author, Recipe for Empathy: Six Strategies to Transform Your Families into Fans

Elizabeth-Leigh Bradley, Founder, Every Day Caregivers®

Kim McRae, Family caregiver Turned Advocate

Mary Daniel, Caregivers for Compromise

- The care partner team includes the resident/Elder, family members and paid caregivers the support the resident/Elder.
- The pandemic may impact family member well-being by escalating feelings of guilt, creating feelings of loneliness and helplessness, and escalating existing mental health conditions.
- Engaging in two-way conversation about the current reality and the next normal is a way that communities can help family members feel more involved in problem-solving during the pandemic.
- Breakdowns in communication often lead to escalation of family member concerns.
- Communities can develop relationships with family members by reaching out to support them immediately after the resident moves in.
- Leadership needs to develop new strategies for family member communication and engagement if the community currently struggles with family member relationships.
- Understanding and knowing each family and adapting communication to their needs is a recommended approach to family member engagement.
- When state mandates prohibit family member visits, affected communities need to look at creative opportunities for family member engagement, including partnering with families to change laws when appropriate.
- Some creative ways to promote family engagement during the pandemic include using technology for virtual visits, creating visitations areas that allow for visits while minimizing the risk of virus spread, and allowing for “essential caregiver” status or hiring family members to work at the community.
- The goal of Caregivers for Compromise is to work with federal and state regulators and providers to find creative solutions for family member engagement and visitation.