

The caregiver - helped one - healthcare worker trio

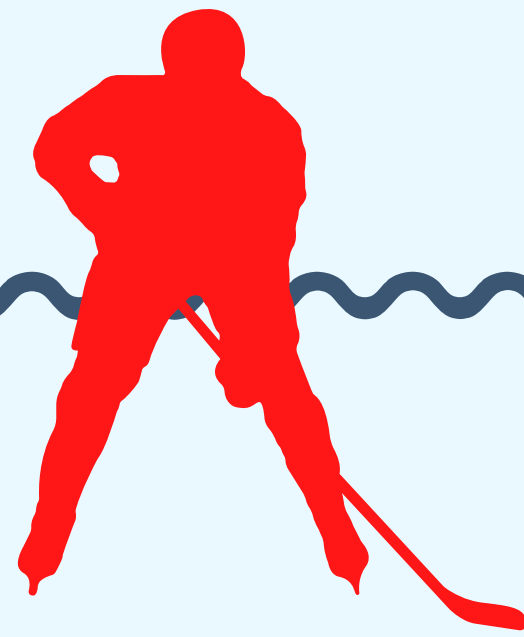
PROMOTING RELATIONSHIPS WITHIN THE TRIO OF THE CAREGIVER - THE HELPED ONE - THE HEALTHCARE WORKER

"In the field hockey world, a trio refers to a center, a left winger and a right winger who enter and exit the game at the same time. The trio is usually stable in order to facilitate the alliance between the players and to increase their performance. From this image, we can imagine that the person being helped (center player) the caregiver (right winger) and the various people and workers around them (left winger) must create an alliance to promote harmonious and enriching relationships."



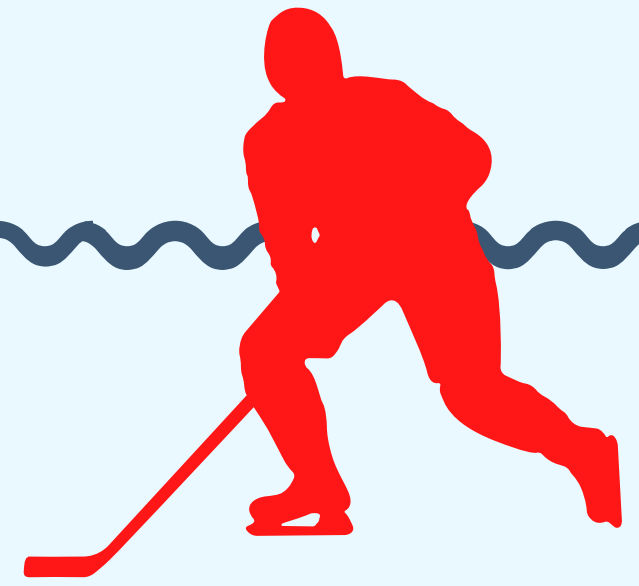
Needs of the care workers

- Be recognized in their role;
- Update their knowledge;
- Demonstrate their skills;
- To be supported in their initiatives;
- Maintain communications and stimulating and respectful relationships



Needs of people living with a handicap, a deficiency or an autism spectrum disorder

- Making choices;
- Maintaining identity;
- Maintaining integrity;
- Understand and be understood;
- To be accompanied in their their life projects;
- Receive quality care and support
- and this with respect.



Needs of families / caregivers

- Share their reality;
- Understand, be understood and recognized in their expertise;
- To be accompanied in their caregiving journey;
- To be supported in updating their knowledge;
- To be informed and directed to the right resources;
- To have access to rest at the appropriate time

Frustration •
Helplessness • Anxiety •
Sadness • Incomprehension

*When the needs
are not fulfilled*

Powerlessness •
Incomprehension •
Anger • Ambivalence •
Decreased self-esteem

*When the needs
are not fulfilled*

Anger • Powerlessness •
Guilt • Incomprehension •
Sadness/ Chronic grief

*When the needs
are not fulfilled*

The comfort zone under the microscope

THE SITUATION:

- What I know
- Where I feel I have control
- That keeps me off the emotional roller coaster

THE FEELING:

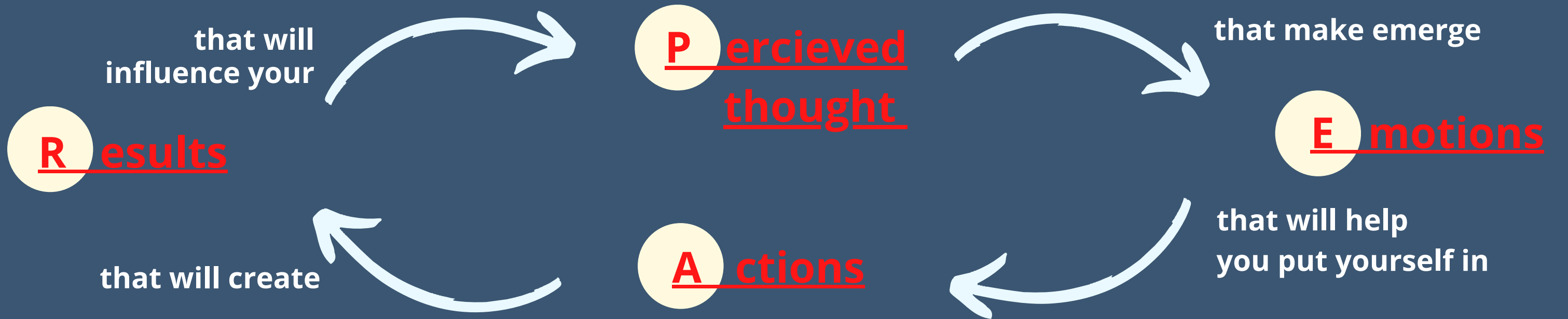
- That saves me energy and avoids doubts
- That reassures me
- That gives me the impression of living less strong emotions

The relationships within the trio of the caregiver - helped one - workers take us out of our comfort zone.



The caregiver - helped one - healthcare worker trio

By stepping out of my comfort zone I am doing **P-E-A-R**
I may experience these 4 basic emotions : happiness, fear, anger and sadness.



A partnership to be reinforced

Strategies for nurturing a daily alliance

- 1- Giving **POWER** and taking back your **POWER**. (Making and giving choices)
- 2- Encourage the **SENSE OF BELONGING**. (We want the same thing / we are on the same team!)
- 3- Offer **RECOGNITION**. (Highlight good deeds and successes).



- Not having your needs met
- Lack of choice
- Not understanding and not being understood

"Truths that are different in appearances are like innumerable leaves that appear to be different, but which are found on the same the same tree".
-GANDHI

STRATEGIES FOR DEFUSING AND RESOLVING A DISPUTE

- Acknowledge the emotion within us;
- Take a deep breath and step back;
- Choose the right person (social worker, nurse, etc.) according to the situation;
- Choose the right time and place;
- Remember that the person in front of you is a human being with needs and emotions;
- Speak to the I without judgment, without reproach;
- Send a simple, credible and concrete message;
- Talk about one subject at a time;
- Describe, not interpret;
- Emphasize the beautiful and the good;
- Name what concerns and worries you;
- Together, rename the sharing of responsibilities of each one.

