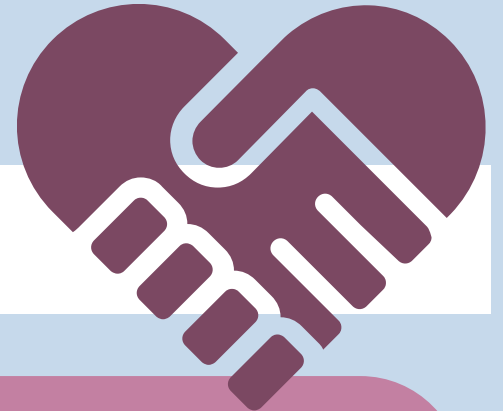


Facilitating communication with my loved one

Do you ever find it difficult to communicate effectively with your loved one? With changes in the relationship, communication can sometimes become a challenge. It is essential to adapt to each other's needs and reality, whether in person or remotely.



Ways to establish contact



Talk about familiar, shared, or common things
share meaningful prayers or songs if the person is attached to them, or practice meditation together.

Accessing old memories:
soothe the person by evoking comforting memories (family, friends, passions, travels).

Explain certain words or concepts in an appropriate way, for example by using references that speak to them or pictograms.

Choosing the **right** means of communication



Identify the actual abilities of the person being supported

To get to know your loved one's abilities, you can observe certain aspects.

Check verbal and nonverbal expressions,
as well as the ability to express emotions and needs.

Assess adaptability, problem solving, and judgment.

Check the ability to orient oneself in time and space.

Observe the level of attention and concentration.

Assess the ability to retain information.

Consult a professional
if a problem persists (e.g., hearing, vision, writing, reading).

The more these abilities are present, the more diverse the means of communication can be. On the other hand, if limitations are observed, it is preferable to adapt communication.



What means of contact should be used?

Regular communication :
coordinate with healthcare staff to establish an appropriate frequency of calls.

Written materials:
notepads, notebooks to facilitate communication.

Technologies :
using tablets, computers, phones, etc., for calls and videoconferencing.

f
Social network:
rely on loved ones and caregivers to maintain communication.



Daily Facilitation Strategies - FOCUSED

F

Face to face and remotely :

When in person, use verbal and nonverbal cues (smiles, eye contact, tone of voice); when at a distance, try to interpret silences or sighs. e.g.: "Dad, when you do that, does it mean you didn't sleep well?"

O

Orientation of speech :

clarify the purpose of the conversation and validate the person's emotions.

C

Continuity :

Avoid changing topics too quickly; finish one topic before moving on to another.

U

Using the appropriate vocabulary :

use simple words and avoid complicated terms.

S

Sentence structure :

use short, clear sentences. Avoid specifying times if the person is confused.

E

Exchange :

respect the person's pace; give them time to respond before continuing.

D

Directivity :

Adapt to your loved one's reactions without confronting them if they don't understand. e.g.: "John, you sound tired; I'll call you back later."

These strategies, presented under the acronym FOCUSED, can help you communicate more effectively with your loved one and make your interactions more pleasant and harmonious, while taking into account their abilities and specific needs.

