



PHOENIX TRAINING GROUP

R.E.S.P.E.C.T.

Recognize

Recognize the client is, or may be scared, modest, apprehensive, ill or frustrated, so be conscious of what might trigger them to become more fearful or agitated and attempt to put yourself in their shoes to present more empathy.

Encourage

Encourage the client to share any concerns or requests for protecting their privacy and modesty, or what the staff could do to help make the visit more pleasant and less traumatic for them and their loved ones.

Support

Support the client's concerns, fears, opinions and requests during their stay, communicating that the staff are listening to them and are always attempting to understand what concerns and questions they and their loved ones may have.

Provide

Provide options and alternatives when the client requests or demands specific items or care from the staff during their stay, such as a same-gender care provider or chaperone during intimate procedures or questions, exams, assessments, hygiene requests, or uncomfortable tasks.

Evaluate

Evaluate the client's understanding of the procedure, exam, assessment, hygiene requests, or uncomfortable tasks that may be asked of them and realize that they may be too frightened or self-conscious to admit that they do not fully understand what is being performed, or asked of them.

Communicate

Communicate what's occurring, frequently and regularly, before and during the procedure, exam, assessment, hygiene requests, or uncomfortable tasks that may be asked of them in order to relieve some of their anxiety and fear.

Thank them

Thank the clients and even their loved ones for the trust in us and any feedback that they may offer, in order to help provide the highest quality and care.