

Key points of good communication and relationship building with your Care Manager to share and reference in your next life plan meeting.



1. Be Committed

- Long term relationships are the best.
- Keep in mind establishing trust can be challenging for members.
- Members need routines, so changes can cause stress.

2. Be Available

- Families should feel they can come to you with any issue.
- Return calls or emails in a timely manner.
- Lack of communication is incredibly stressful for members and their family.

3. Be Authentic

- Get to know the members' personality so you can sense if their needs have changed.
- Sometimes members and their families just need someone to listen without judgement.

4. Be Proactive

- Members don't expect you to have all of the answers, but they do expect you to find the answer and get back to them.
- Advise families to keep good records. A good paper trail is critical to consistency.
- Share updates about community activities and events.
- Updates about COVID and vaccines are vital.
- Updated contact numbers in the Life Plan are important.

5. Be an Advocate

- Attend meetings if possible. It makes the family feel that someone has their back.
- In stressful situations, your presence makes them feel calmer.

6. Be Empathetic

- Listen to the families' problems, concerns, wants, and needs.
- Be the shoulder members and families can cry on.