Florida Center for Assisted Living (FCAL)
Managing Stressful Conditions
Best Practice Tips

PRACTICE REASSURANCE.
Establish a facility wide narrative daily that is shared with the staff to communicate a consistent and reassuring message. It’s the story you share that changes things.

PROVIDE A FORUM.
Allow regular and consistent communication. The forum/platform must be easy to use, updateable in real-time and provide ability to ask questions (directly not as a community).

TEAM HUDDLES.
After every day/shift allows the team to debrief and prevent future rumination/rumors/spiraling behaviors.

LISTENING.
Communication is 90% nonverbal and most people miss the last 10% on talking instead of processing other’s intentions.

BE TRANSPARENT.
Allow the residents to see you and understand what you are doing if it is not part of the normal routine.

BE VISIBLE.
Maintaining an active presence provides helps the staff and residents realize that they collectively comprise a community.

EXPAND INFLUENCE.
Form special committees lead by resident influencers. Committees should have purpose and meaningful roles. For example, participation on the calls with the Governor, FHCA, AHCA, CDC and CMS will empower influencers with a sense of pride and purpose.

EXERCISE.
It will ease feelings of anxiety and boost a sense of well-being.

BE PRESENT.
Don’t be a spectator. Engage with a healthy mind and spirit that projects reassuring interpersonal communication.

BE ACTIVE & BE CELEBRATORY.
Stressful thoughts and emotions can fill an inactive mind. Get residents active and involved. Social interactions that celebrate the little things.

PRESENTED BY:
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