

CREATING OASIS 2.0™ MOMENTS
DO'S AND DON'TS RELATED TO BASIC HUMAN NEEDS

DO

- Talk to residents about who they are and what matters to them
- Identify an individual's preferences on admission and honor them
- Learn as much as you can about who a person is
- Ask individuals by what name they like to be called and use it
- Create a welcoming environment on entry (admission) and in care conferences
- Orient new residents to the facility so they feel less anxious
- Introduce new residents to other residents and staff
- Create opportunities for choice
- Make sure residents have what they want to eat and drink
- Respect privacy - Knock on doors before entering rooms
- Answer call bells –even if it's not “your” resident or “your” job
- Wear a name tag that is easy to see and read
- Help *with* ADLs rather than just doing ADLs *for* the resident
- Create care plans to support basic human needs
- Include residents in their care planning conferences
- Make a commitment to learn one new fact about your residents everyday

DON'T

- Use labels or identify people by their disease
- Do something for a person s/he can do it for him - or herself - even if it takes longer
- Pressure residents to hurry when they're doing something for themselves
- Touch individuals or their belongings without permission