

## INTERVIEWING A RESIDENT

1. Knock and ask for permission before entering a resident's room. It is the resident's home and must be respected.
2. Use titles of courtesy. Do not call the resident by his/her first name unless permitted by the resident.
3. Be sure you identify yourself, and explain why you are there.
4. Make communication easier. Speak clearly and slowly, but do not shout.
5. Sit where you can be heard. Avoid sitting on the bed.
6. **Respect confidences**. Respond to problems or fears.
7. Respect the resident's dignity and self-esteem. Do not treat him or her like a child. He/she is an adult with many life experiences.
8. Don't become discouraged if your first efforts are unsuccessful. It will take time to build a relationship based on trust.