Acknowledgments

Thanks and acknowledgments for contributions to this manual are offered to:

Jennifer Noonan, Lead Author
Judith Kirilloff, R.N., B.A., Co-author
Deborah Price, R.N.C., M.S.N., Co-author
David D. Peete, Senior Editor
David M. Goldberg, Senior Editor

In addition, we extend our sincere appreciation to MIDWEST BIOETHICS for their assistance in the development and creation of this publication.
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Appendix B

Answers to Self-Check Questions

Please note: Answers will vary.

1. Active and total care during which staff strive to alleviate and ease symptoms rather than continue to attempt to cure a person with end-stage disease.
2. Supports the philosophy of palliative care. Is the very essence of assisted living as it addresses the individuality and uniqueness of the resident. Becomes an extension of the residence staff. Provides counseling and support to family and staff after the resident’s death.
3. Documents signed by the resident that provide her requests regarding end of life care.
4. Do Not Resuscitate; Durable Power of Attorney for Healthcare Decisions; Living Will
5. Denial and Isolation — Be patient and calm. Listen and make neutral statements; Anger — Do not take anger personally. Listen and offer to help; Bargaining — Listen; Depression — Listen and be patient. Acknowledge the resident’s feelings; Acceptance — Continue to provide support.
6. Offer training; Provide opportunities to discuss fears with a supervisor or with hospice staff; Offer staff support groups.
7. Keep the room the way the resident likes it; Fix the resident’s hair the way she like it; Play her favorite music; offer her favorite foods (if appropriate); Talk to her about subjects she enjoys (current news; movies, books, etc.).
8. Sit with the family; Encourage family members to share their feelings; Listen; Make eye contact; Use the resident’s name; Use a soft, caring tone of voice.
9. Offer employee support groups; Provide opportunities for the staff members to talk about the resident; Plan a memorial service for the deceased resident.