

## Tips for a good visit



Here are some basic things to keep in mind while visiting your Caring for Friends™ client:

- 1 Treat others as you would like to be treated**—The Golden Rule is tried and true. Treat your client friend as you would like to be treated if your positions were reversed. Everyone wants to be treated with respect at all times
- 2 Be a good listener**—Don't feel like you have to lead the conversation. Your client friend may even appreciate if you just sit back and listen to them. If there is a lull in the conversation, good topics include sports, television, music, or current events
- 3 Protect their dignity**—As you start to get to know your client friend, call them by their name rather than nicknames such as "Honey." Until they ask you to call them by a nickname, which may happen naturally as you form a friendship with your client, proper names are best
- 4 Be flexible**—Your client may have a variable amount of energy for conversation, especially if they are ill. If they appear tired, consider shortening your visit depending on their preference
- 5 Offer encouragement**—Be encouraging and supportive, even if your client friend has a conflicting point-of-view
- 6 Act with empathy**—You may not be truly aware what a client friend is experiencing. The best thing to say to a sick or suffering friend may be: "I can only try to imagine what you are going through"
- 7 Leave medical advice to the experts**—Your idea of how to handle a medical situation may mislead, upset, confuse, or agitate your client friend. If they happen to ask a medical-related question, you can suggest they ask their doctor for advice
- 8 Keep it light**—Just as in any other social situation, we recommend keeping discussions about religion, politics, or other controversial topics off the table during your visit. Keeping the conversation with your client friend light by avoiding tough topics might even be a nice break for you, too

