MEETING RESIDENTS’ NEEDS FOR PRIVACY

Improvement Recommendations

1. Respect for residents is interpreted into behaviors that are included in job descriptions, orientation, and ongoing performance appraisals for all staff members who interact with residents/families. Respect includes the honoring of resident privacy.
   - There are experiential exercises/tools that can be used with staff so they better understand the real meaning of privacy when giving care.

2. Privacy of personal care and treatment
   - Protect privacy and modesty when giving baths or showers. This includes transporting the resident to and from the bath/shower room. The residents’ personal privacy is considered during the bath/shower. Ensure the resident is properly covered during a bed bath.
   - Ensure the door is closed or the curtains are drawn when dressing the resident.
   - Ensure there is visual as well as auditory privacy during the administration of treatments.

3. Privacy of personal space
   - Be respectful of residents’ personal space.
   - Knock or request permission before entering room.
   - Find ways to prevent unwanted interference into residents’ personal areas by other residents.
   - Do not handle or rearrange residents’ belongings unless requested to do so whether the resident is in or out of their room.
   - Identify a place where residents can go if they “want to be alone”.

4. Privacy of personal/medical information
   - Evaluate the location and process for the exchange of resident information to ensure confidentiality.
   - Examine location options for confidential discussion of test results and/or consultation discussions offered to the resident and/or family.
   - Ensure that staff does not discuss the residents’ health, financial, or social condition inappropriately or in the presence of others.

5. Privacy for personal interactions
   - Offer residents locations to visit family and friends in private.
   - Make arrangements so residents can make and receive phone calls in a private setting.

6. Examine any challenges or barriers that may exist to offer residents maximum privacy.