

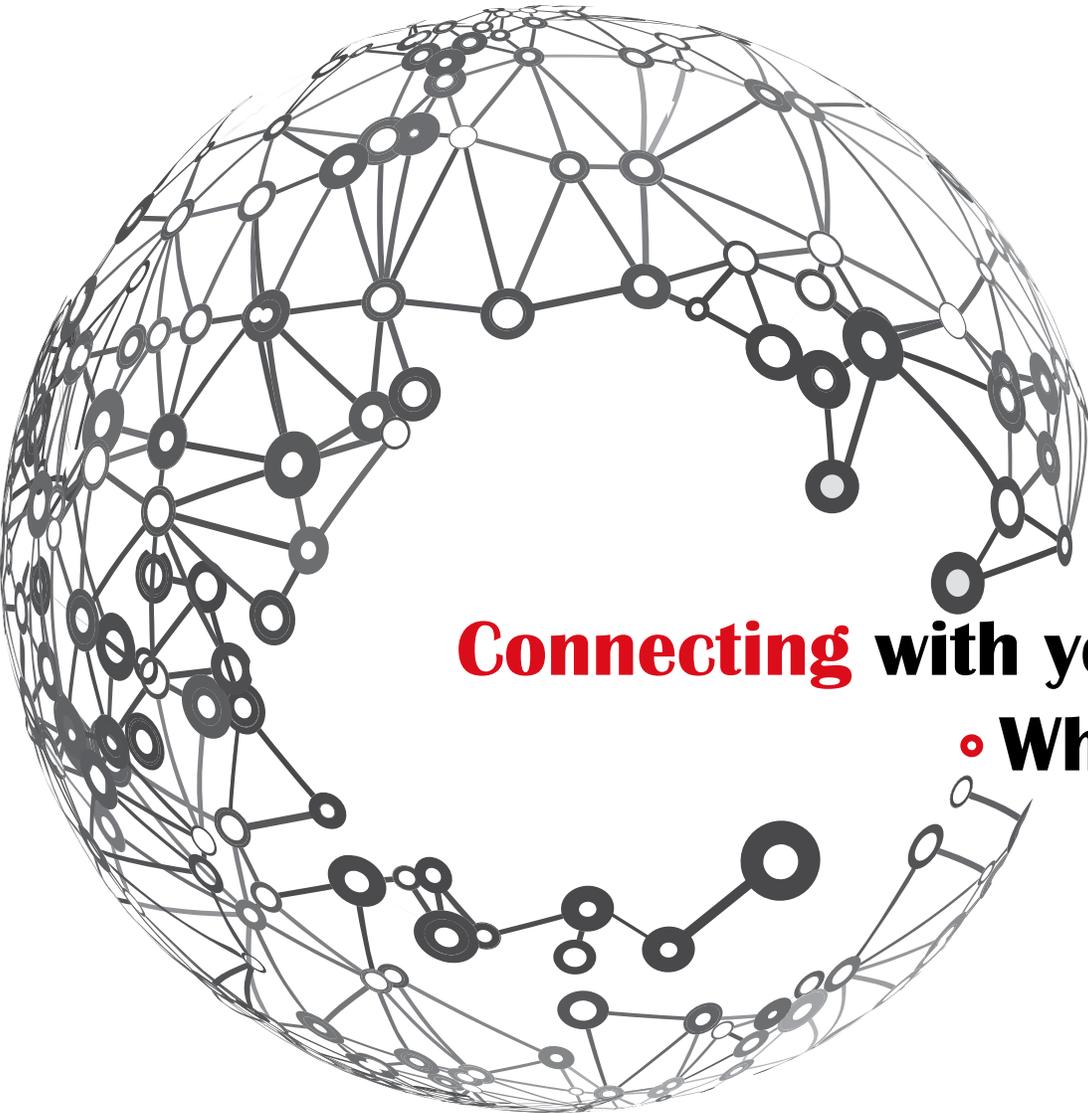
TALK ^{OF} _{THE} TOWNE



**HOW
ARE YOU
FEELING?**



TOWNE



Connecting with your patients

- **Why it matters**

I was once a CNA and I know how rushed the job can be. You need to keep up a brisk pace during rounds in order to get to everyone each time. You don't have time to talk to each patient... or do you?

All patients are vulnerable and nursing facility residents are among the most vulnerable of them all. They are already feeling exposed and uncomfortable, so if you barge into their private space and start caring for them, you'll only make it worse. I remember a patient telling me that someone came over and started administering medicine and his reaction was, "Who are you? Are you a nurse? A doctor? A random person walking by my bed?"

Nursing home residents may also be lonely. Even the ones with family who visit regularly yearn for more human connection. They need someone to ask them how they are, smile and com-

ment on the weather or start a conversation. They want to know your name and, more importantly, they want to know that you know theirs.

It's no secret that mental health affects physical health. Patients who are content will have fewer physical ailments and will recover from setbacks faster than depressed patients. Lonely and sad seniors are likely to make poor food choices, move around less and make less of an effort to get better. Happy patients, on the other hand, will be less stressed and feel less pain.

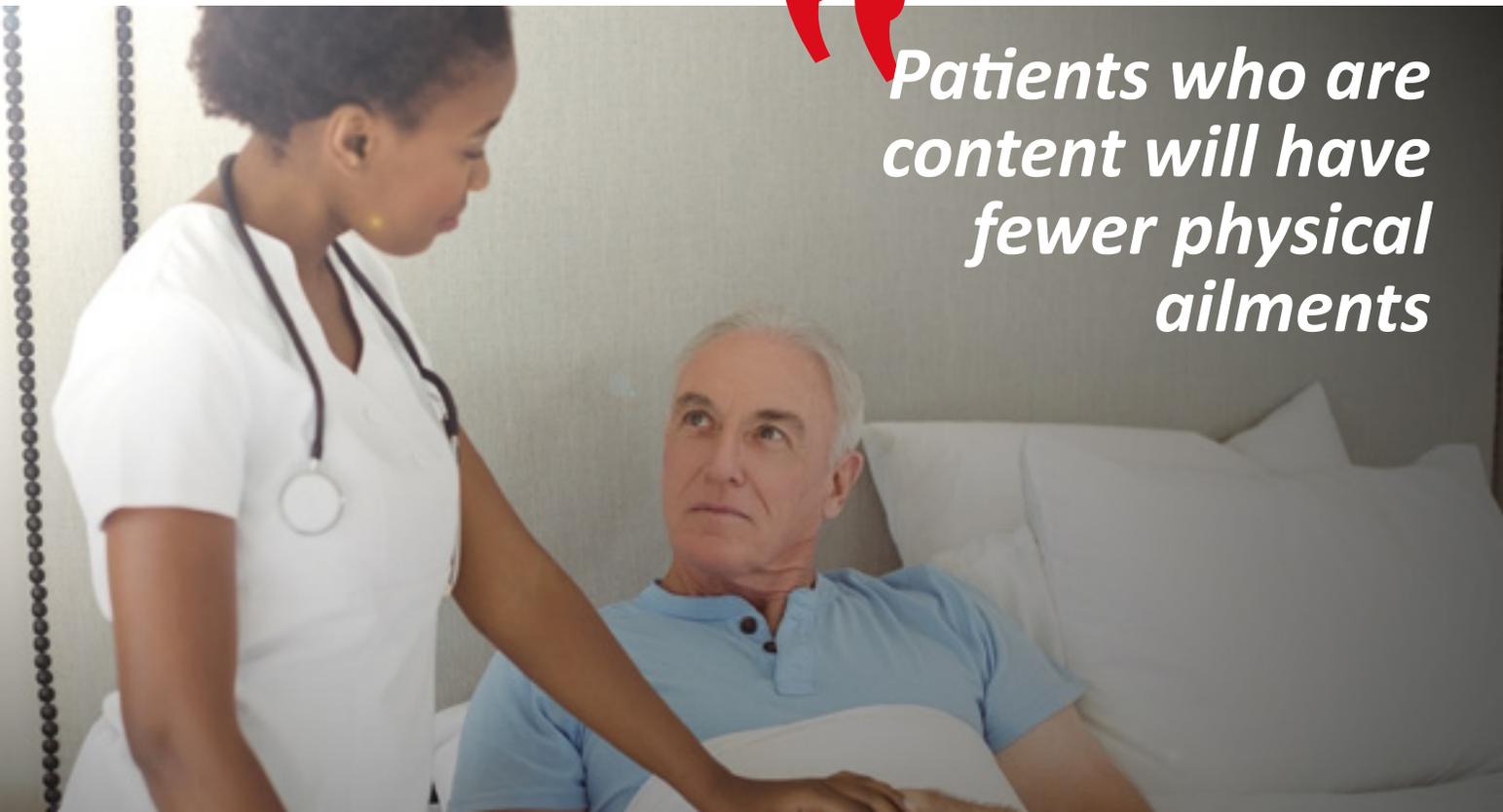
Of course, there's an added benefit to talking to your patients - they will talk back! They'll tell you if they are in pain, tired or cold. You'll find out vital information about their health which you can pass on to the nurses, so that health concerns are caught early and dealt with in a timely manner.

You'll also get to hear all sorts of fun things from your patients. Some of them will tell you interesting stories about their lives, others will tell you jokes and some will make keen observations that change the way you think. The elderly have experienced so many things in their lives, you can really learn a lot from them.

It's true that you don't have a lot of time for deep conversation, but you can absolutely talk while you are caring for patients. It's important to ask questions and pause long enough for them to chime in, if they are verbal. It doesn't even matter if you say the same thing to each patient; they will appreciate connecting with you and feeling a little less lonely for the few minutes you are at their bedside.



Patients who are content will have fewer physical ailments





ADDING THAT PERSONAL TOUCH

Did you know that many CNAs are seeing between 40 and 50 patients a day? When we surveyed our community, 25% reported seeing that many and 15% said they see even more! When you're running from patient to patient, it can be a challenge to inject that personal touch, but we all know how important it is to the patients to know that you care. Even if you don't have much time to spend at each bedside, small actions can make a big difference.



CALL PATIENTS BY THEIR NAMES

Start by learning the names of your patients and using them whenever you speak to them. Psychologists say that using someone's name acknowledges their identity and boosts their self-esteem. It's important to take note of what they want to be called. They may have nicknames they prefer or they may want to be addressed formally, for instance, "Mrs. Benedict." Be sure to use their name when you approach them and again before moving on.



SAY IT WITH A SMILE

Research shows that patients think the more cheerful nurses are also the most skilled. Patients judge nurses and nursing assistants on their bedside manner. If the nurses are cheerful, compassionate and friendly, the patients assume they are good at their jobs. Besides, we all know that a fake smile eventually turns into a real one. If you need to, take a few seconds between patients, breathe deeply and paste a smile on your face before approaching the next patient.



BE A GOOD LISTENER

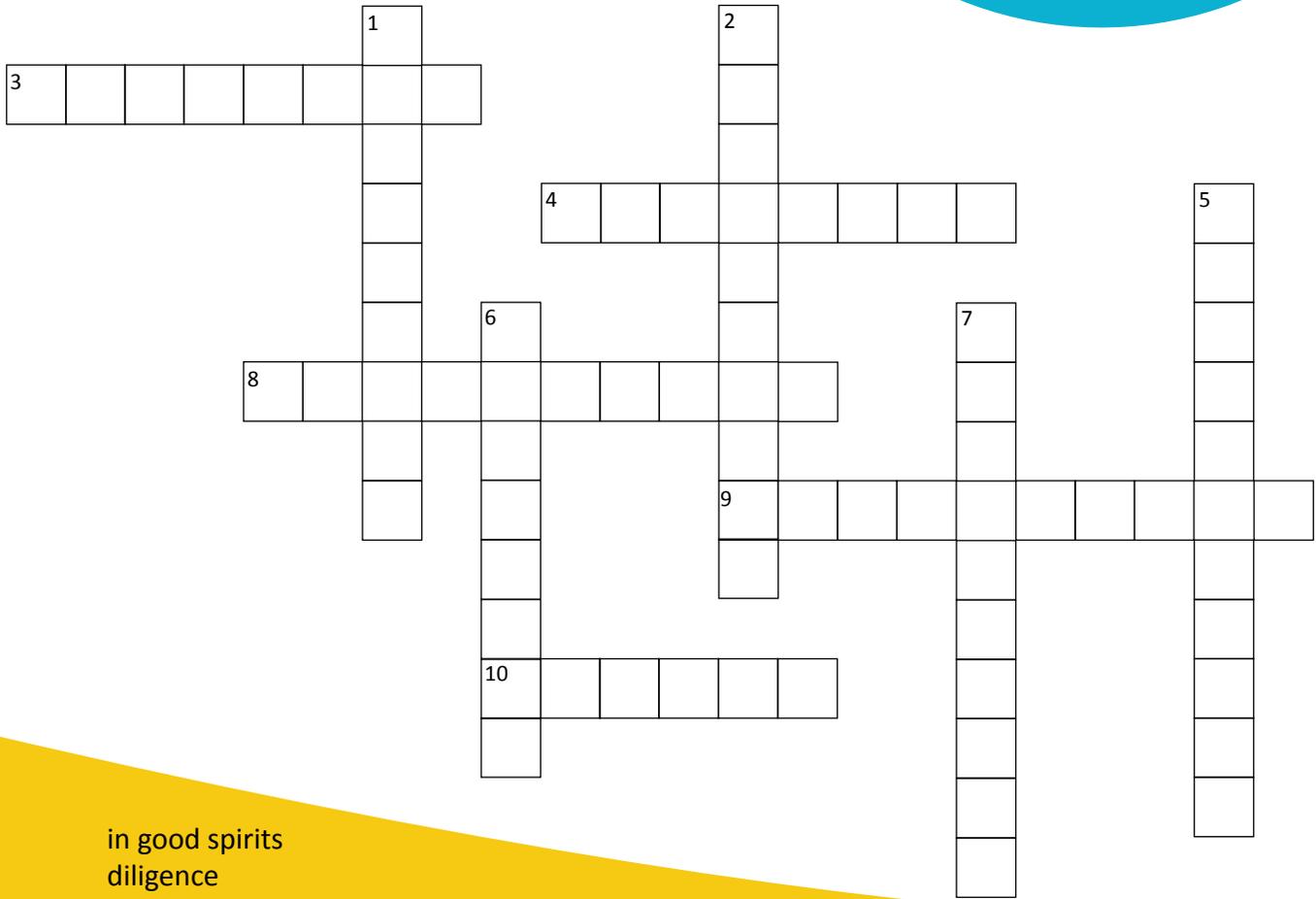
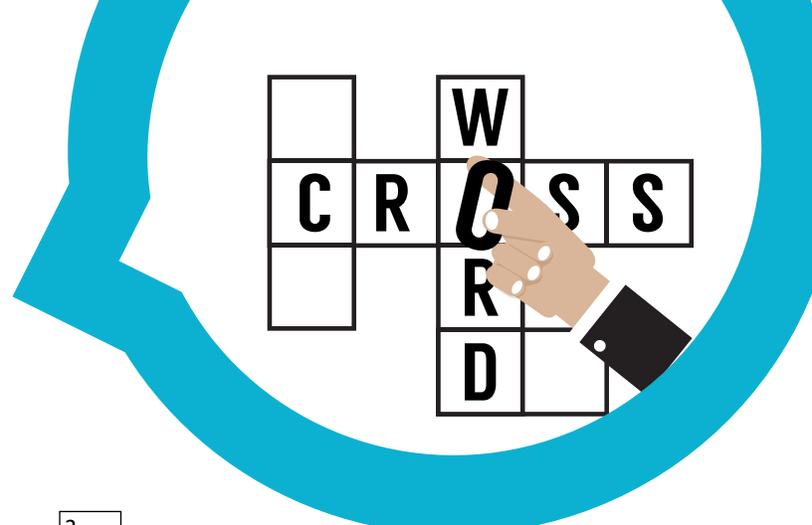
When patients describe which CNAs they like, they say things like, “she is interested in me as a person” or “he listens to what I have to say.” While taking care of technical details, you can listen to your patient talk, whether he is complaining about his ailments, telling you about a visit from his relatives or regaling you with stories from the distant past. When you show that you are listening by nodding, asking questions and laughing at the right moment, you let your patients know you care.



MAKE THEM SMILE

Some of us have a natural flair for making others smile, but even if you don't, you can give your patients an extra boost with a silly joke or a funny story. When something amusing happens to you, file it away in your mind to tell your patients on days when they're keeping quiet. Riddles, puns and knock-knock jokes can make your patient smile, especially when you laugh at the jokes yourself. Share good news or talk about something ridiculous you saw on TV. Keep the humor flowing to distract your patients from the tasks you are performing and give them a reason to smile long after you have gone.

CNA GUIDE TO SUCCESS



- in good spirits
- diligence
- able to join forces with co-workers
- feeling of deep sympathy and sorrow for someone who is stricken by misfortune
- CNA uniform

- to perform two or more tasks simultaneously
- ability to accomplish a job with a minimum expenditure of time and effort
- instrument for measuring temperature
- tendency to look on the more favorable side of things
- essential body functions



JUST FOR LAUGHS



A nurse dies and goes to heaven. She is met at the Pearly Gates by St. Peter who asks her questions about her life. Over St. Peter's shoulder the nurse spots a man in a white coat sitting on a cloud with a stethoscope around his neck. "Oh brother!", she cries. "Is that a doctor?" St Peter glances over his shoulder and says, "No, that's God. He just thinks he's a doctor."

YOU MIGHT BE A NURSE IF...

you have your weekends off planned for a year in advance

your idea of fine dining is anywhere you can sit down to eat

you mutter, "great veins" when being introduced to a complete stranger



your feet are flatter and tougher than Fred Flintstone's



you think that caffeine should be available in IV form

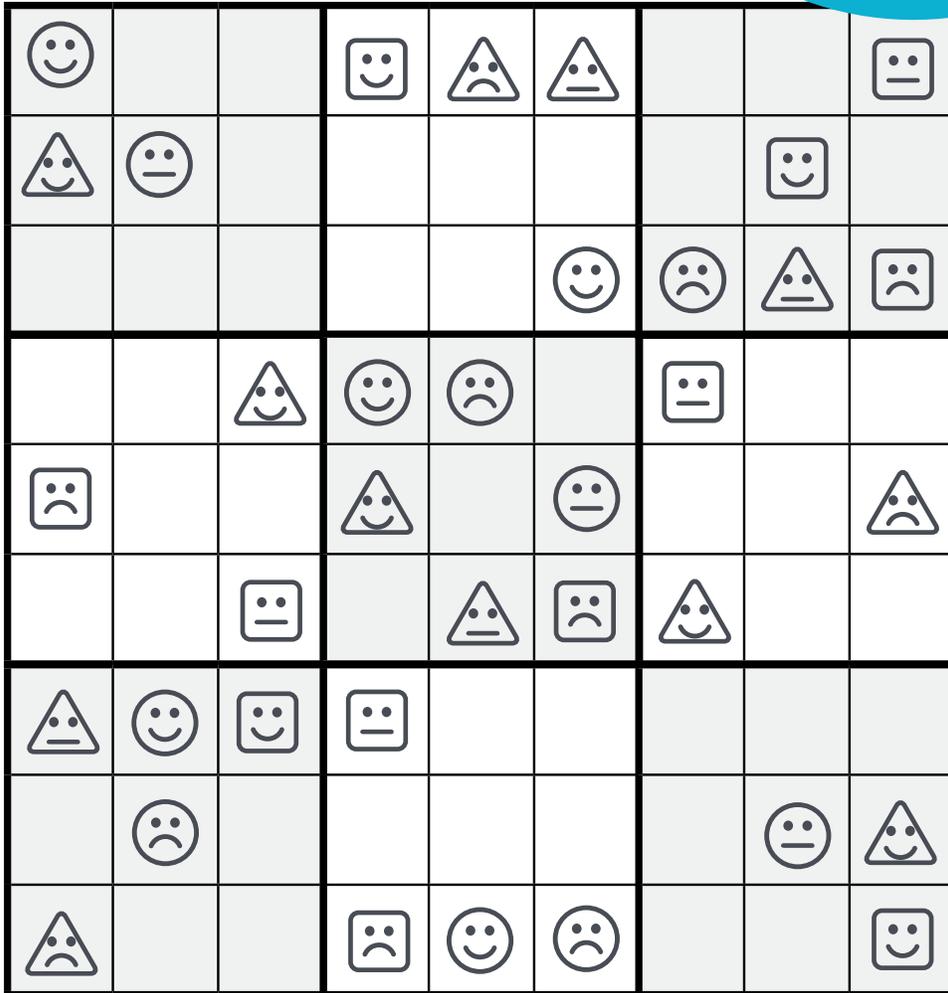
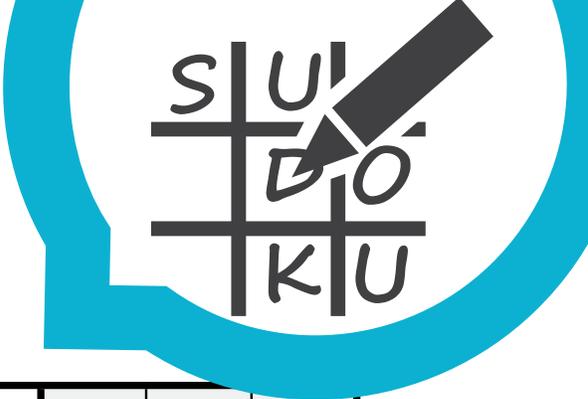
The doctor says to the blonde nurse, "Nurse, did you take the patient's temperature?"
The nurse replies, "No, is it missing?"



How many nurses does it take to screw in a light bulb?
None - They just have a nursing assistant do it.



The CNA who can smile when things go wrong...
Is probably going off duty.

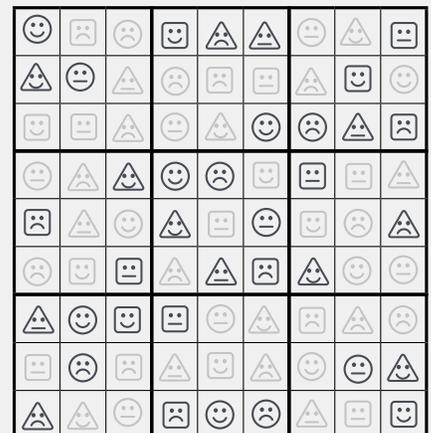


PUZZLE ANSWERS

CROSSWORD

- Across**
 3 cheerful
 4 patience
 8 teamplayer
 9 compassion
 10scrubs

- Down**
 1 multitask
 2 efficiency
 5 thermometer
 6 optimism
 7 vitalsigns



BRINGING YOUR

EMOTIONS

TO WORK

Let's face it; some days the stress of everyday living gets to you and your smile is false and unconvincing. You're going about your regular tasks but your mind is totally wandering. Or you come in to work your usual cheery self, but a patient's rude remark or a bit of bad news about a resident's health has you struggling to maintain your composure.

We all have those days. And most of us try to cover up by pushing down the emotions and ignoring them until they lose their power. Unfortunately, that doesn't really work. What usually happens is that the feelings we are trying to ignore just get stronger and stronger until they explode in a fit, either at work or once the shift is over.

A better way to deal with difficult emotions is to give them some respect. Grab a few minutes when you're on break to sit in a quiet place (the stairwell or a bench outside, for instance). Breathe deeply for a few minutes and just let the feelings wash over you. Don't think about them too much, don't try to problem solve – just let them be. See if you can name your feelings – are you angry, scared or lonely? Dig deep to figure out what's at the core of whatever is upsetting you.

Now you can start thinking about what actions you can take to deal with these feelings. If a patient died today and you are sad about her demise, consider writing a card to her family telling them how much she was loved at the nursing facility. If you are worked up about a conflict with your child this morning, think about how you can avoid this same conflict tomorrow morning. You can make a decision now or just set a time to think about the issue again.

When you go back to work, you will see that within a short amount of time, your smile will be back in place. Once you've given space to your feelings and let them go, your sunny nature will return all on its own!



A TASTE OF TOWNE NURSING'S

FACEBOOK FEED



Towne Nursing Staff, Inc.

February 22 · 🌐

Here's this month's #superheroesinscrubs comic strip!



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Towne Nursing Staff, Inc.

April 17 at 6:01am · 🌐

Welcome to the new <http://townenursing.com>! Let us know what you love about it.



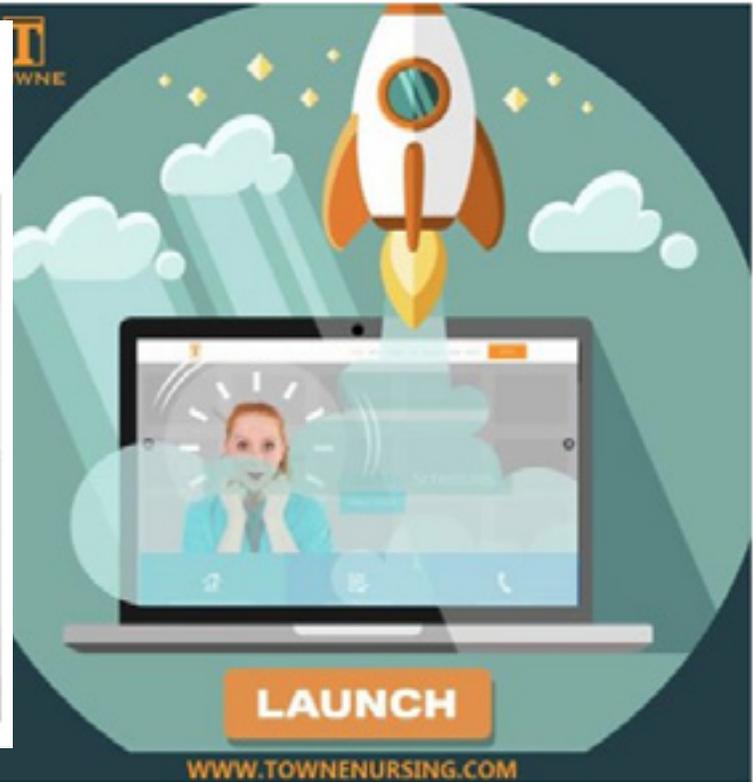
Towne Nursing Staff, Inc.

January 31 · 🌐

I'll be wearing red on #nationalwearredday to support heart health. What about you? - Julie



TOWNE



Are you a member of our Facebook community?



Towne Nursing Staff, Inc.

January 16 · €

We are now hiring CNAs at increased salaries in some locations. Call us at 718-998-4660 to find out more. #dontwait

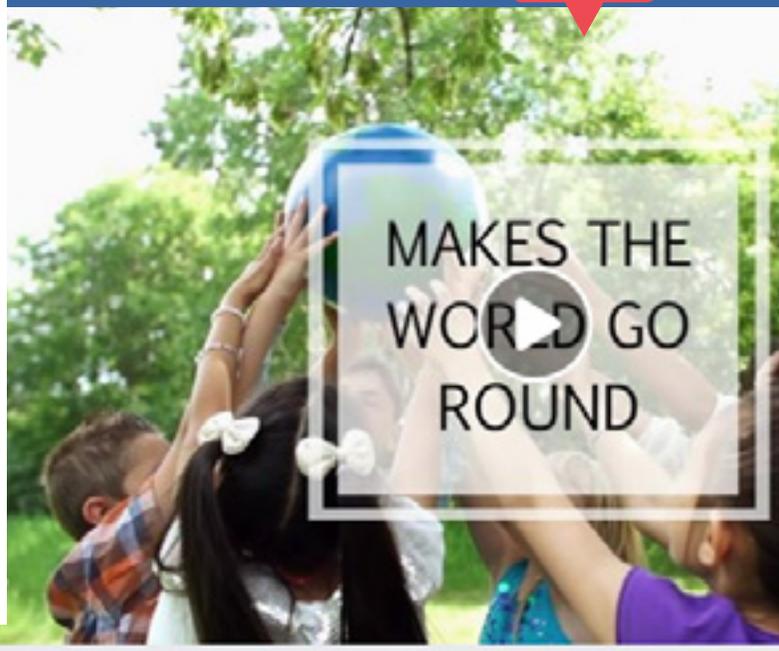
We are now hiring CNAs at increased salaries in some locations.

NOW HIRING
#dontwait

Call us to find out more. #dontwait

Grab the opportunity. #DontWait

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Towne Nursing Staff, Inc. added 2 new photos.

March 8 · €

Happy Women's Day! From the team at Towne Nursing #PressforProgress

17



#PressforProgress



#PressforProgress

Please join us!



Towne Nursing Staff, Inc.

February 6 · €

We ❤️ you and all that you do! #valentinesday

35 Views



NOW HIRING

CERTIFIED HEALTH CARE PROFESSIONALS

JOIN OUR TEAM!



- ✓ **Job Satisfaction**
- ✓ **Flexibility**
- ✓ **Immediate Employment**
- ✓ **Work in a long-term care facility**

HOURS:

Monday - Friday
9am - 5pm



WE OFFER

- Health insurance
- Paid sick days
- Weekly pay
- Direct Deposit available
- Variety of shifts and flexible schedule
- Competitive pay

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