

Practicing Building Rapport with Children and Youth

Use the following pictures and scenarios to consider how you might build rapport with the child, youth, and/or their family. Scenarios are oriented toward being either a home care nurse or a care coordinator. No matter what your role, try to think what you might say in all scenarios. The child or youth may be the patient/client, or the family member of a patient/client.



Baby Ben is receiving IV antibiotics through a PICC line for osteomyelitis. You are seeing Ben for his first home visit after leaving hospital. The care plan from the IWK says Ben's Mom was anxious about leaving the hospital, but looked forward to being at home again.



You're visiting 3 year old Kristopher, who gets dressing changes every 2 days for a wound on his arm. When you arrive, he's reading a book on his big sister's lap. He tells you he wants to read a book and not have his arm fixed tonight.



You're doing an annual assessment on 28 year old Lisa, who is on home oxygen due to Cystic Fibrosis. Her little son, Jin, arrives home from pre-primary and charges into the room where you're having a conversation. He looks at you curiously, since you've never met before, and seems unsure what to do.



In this family are parents Aaron and Naomi, son Marcus, age 5, and baby Michelle, age 10 months. Michelle has a trach and feeding tube, and gets overnight respite. Mom Naomi asked you to do a home visit to discuss their hours of support as she is struggling with Michelle's care. When you arrive, Naomi is having a conversation with Marcus, trying to help him understand why you're coming for a visit. Marcus says to you, "What's your job with my sister? Why do you come to my house?"



You arrive to see 10 year old Hannah, who was recently diagnosed with type 1 diabetes. Hannah's sugars have proven difficult to control, so she is receiving some nursing visits as the entire family learns to manage diabetes. Hannah and her 12 year old brother Michael greet you as you arrive. Michael says, "The nurse who was here yesterday was mean, so I'm staying with Hannah for today's visit."



You arrive at the home of 16 year old Nick, who has been having dressing changes for several weeks since his surgical wound on his back from scoliosis surgery got infected. He's been discouraged about missed time from school and missed time with his friends. When you get to his house, his Mom hollers "Hello!" from the kitchen, but Nick doesn't even look up from his phone to greet you.



Dominique is 16 years old, and she has paraplegia from a car crash when she was a child. She is learning to do more of her own care as she gets older, but she still needs occasional help with self-catheterization and showers. She isn't comfortable having her parents help with this personal care anymore, so she has home care services. Dominique is not new to home care, but you were recently assigned to be her care coordinator due to her prior coordinator's retirement. You're meeting her for the first time to do her annual reassessment. When you arrive at Dominique's house, she's in her wheelchair out front, saying goodbye to a friend who's just leaving.

Reference

Pexels. (n.d.) Pexels. Retrieved from <https://www.pexels.com/>