

**GUIDE WITH VIDEO:  
EVERYONE WINS! THE FAMILY GUIDE TO RESTRAINT FREE CARE**

**Before the Video**

Hi! Welcome and thank you for joining us for this very important presentation about restraints.

I am \_\_\_\_\_ and I am your Ombudsman. I am an independent advocate for your family members while they are residents in (this nursing home).

Why am I here? As advocates, we are supporting a statewide effort to reduce or even eliminate restraints in nursing homes. Restraints are any object or device that restricts movement or the ability to get to a part of the body. Usually a specialty device is used. Examples include vest or jacket restraints, waist belts, geri-chairs, hand mitts, and lap pillows.

Did you fall when you were a child? When you were learning to walk, did you fall? Of course!

After you fell, did your parents carry you all the time or push you back down so you wouldn't fall again? No. Why?

*It was important for you to learn to walk. Why? Because as people, we walk.*

So, do we all need to be able to move freely? Yes, that's the ideal. Why?

*Because:*

- *that is the way we become independent*
- *taking risks helps us to increase our skills and capabilities*
- *that is the way we explore and learn about our world*
- *because movement allows our minds to wonder and experience new things*

I'm going to show you a short video about the importance of restraint reduction. Afterwards, we can talk about the video and what steps you can take to help keep your family member safe and restraint free.

**After the Video**

I know that some of you might feel the same way that Jack Chekhov originally felt about keeping his wife Emma in restraints. People have long believed restraints help protect family members from injury.

In reality, the video was completely truthful when it talked about how restraints often create more harm than good. Restraints aren't a guarantee against falls. They put people at risk for poor circulation, weak muscles, loss in appetite, bedsores, and

even death.

Out of restraints, residents can participate more in their community and have a better quality of life while they live here. This is their home now. (Distribute and discuss *Restraint Risks and Alternatives to Restraints* sheets).

Why am I here? As families and friends, every one of you wants the very best care for your loved one. The Ombudsman program is also committed to helping your loved ones have the best care possible and the highest quality of life. We believe that reducing restraints is an important part of achieving a better quality of life.

*[Talk about the progress at this nursing home. Did the administration call you (the Ombudsman) in? Is the family council supporting this new initiative? Has staff been trained? Has the administration committed to reduce restraints? You will need to verify the answers to these questions with the facility.]*

This is not a process that occurs over night. Like in Emma's case, each restraint reduction is done with careful progress and the participation of the family and friends is crucial in making it a success. You know your loved one the best and need to share with the staff what is working and what is not. Talk about habits, likes and dislikes, shifts in behaviors. Together, we can find alternatives. The video only briefly discussed alternatives such as the education of staff to behavior and personal needs, but other alternatives can involve equipment such as modified chairs, lower beds, bed and chair alarms, cushions and boosters. I have a handout you can use to help staff get to know your loved one. When staff know the individual resident, they can find answers for care (Distribute and discuss *Resident Information* sheet).

By working together we, the staff, the resident, family and friends, and the Ombudsman, we can all make sure the resident is safe.

We have many resources to help everyone in this process, or we can access what may be needed. So please ask. I would like to be of assistance. Do you have any questions?

Removal of restraints has been taking place for some time all over the country. Over and over we hear success stories and we are encouraged and excited to be a part of making life better for residents. Thank you so much for letting me share your time. Again, talk with me anytime. Here is my contact information. (Distribute *Restraint Reduction* sheet and business cards.)

CALIFORNIA DEPARTMENT OF AGING  
OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN  
1300 National Drive, Suite 200  
Sacramento, California 95834  
916-419-7510  
[www.aging.ca.gov](http://www.aging.ca.gov)

*Based on materials developed by the Texas Office of the State Long-Term Care Ombudsman*