



SUPPORT FOR DIFFICULT CONVERSATIONS

A Guide for Residents & Families

In continuing care, families and residents often face important decisions and emotional topics. Whether you're navigating a change in care needs or having heartfelt conversations with loved ones, these moments can be challenging.

You don't have to go through them alone. This brochure offers tips and guidance to help make these conversations easier, more supportive, and grounded in respect and compassion.

SOME CONVERSATIONS ARE DIFFICULT—WE'RE HERE TO HELP

Talking About What Matters Most

Palliative care is specialized support that focuses on comfort, dignity, and quality of life. It bridges the gap between active treatment and end-of-life care—ensuring that your goals, values, and wishes are honored every step of the way.

Having conversations about palliative care early can help you and your loved ones feel more prepared, supported, and confident in making decisions that reflect what matters most to you.

When is the Right Time to Talk?

These conversations are most helpful when they happen early—before a health crisis occurs. We encourage families and residents to begin talking during initial or early care conferences to ensure that everyone's wishes are clearly understood and respected.

Why is Early Discussion Important?

Many residents and families have shared that talking early about future care helped ease worry and gave them peace of mind. These conversations reduce the stress of last-minute decisions and allow everyone to feel better prepared.

You don't need to wait until your next annual care conference. Your program manager is available anytime to support and guide these important conversations.

Next Steps

- Think about your beliefs, values, and goals.
- Talk with your loved ones.
- Plan a care conference with your program manager to share your wishes or ask questions.
- Keep the conversation going throughout your care journey.
- Support one another as you navigate decisions together.

Reach Out

Have questions or need support? Please feel free to contact any of the following members of your care team:

- Director of Care
- Executive Director
- Program Manager
- Social Workers
- Recreation Therapy Managers
- Medical Director

FEEDBACK FROM OUR RESIDENTS

“I haven’t even thought about what I would want, I should start.”
-BSF Resident

“My family knows my wishes, which is a huge relief to me.”
-BSF Resident

“These decisions aren’t just hard for me. They’re hard for my family too. But being able to talk about them gives us peace of mind.”
-BSF Resident