

# ARC Compassionate Communication Tool

## Resident / Family Check-In

### **ARC: Acknowledge** and accept experiences without judgement

**Validate** – communicate your acceptance of the family’s feelings and concerns

*“I can see how this would be a problem”*

**Empathize** – show you want to understand their experience

*Nod, eye contact, pause and listen carefully*

### **ARC: Reassure** through kindness and shared concern

**Thank** – show appreciation

*“Thank you for letting me know”*

**Global apology** – for the distress

*“I’m sorry you’ve had this experience”*

**Highlight common values and goals**

*“Your concern is also important to us”*

### **ARC: Clarify** needs and suggestions for moving forward

**Actively listen** – reflect understanding and ensure accuracy

*“So, if I understand, your concern is ... ”*

**Commit to/explain** the follow-up process

*“What I can do is ... [action, time, place]”*