

Compassionate Care Mentorship Checklist

Name of Facility: _____

Date: _____

Name of Mentor: _____

Name of Mentee: _____

0 – never exhibits behavior 1 – Poor 2 – Fair 3 – Average 4 – Good 5 – Excellent

	Topic	Exhibits this behavior? Score 0 - 5 or NA	Gaps to work on
1.	Friendly to both fellow staff and clients Examples: <ul style="list-style-type: none"> • Greets everyone with a smile and introduce yourself. • Asks how people are. • Is respectful to those they interact with. 		
2.	Communicates effectively verbally and non-verbally Examples: <ul style="list-style-type: none"> • Gets their message across effectively while avoiding misunderstandings. • Their verbal, written and physical communication is in line with intentions. • They take the time to explain things clearly and answer questions in detail. 		
3.	Uses touch and shakes hands when appropriate Examples: <ul style="list-style-type: none"> • Places a hand on client’s shoulder for comfort, when appropriate. • Offers hand out to shake when greeting and meeting with people. 		
4	Shows genuine kindness to everyone Examples: <ul style="list-style-type: none"> • Shows interest in getting to know the client. • Puts the client at ease by being warm and friendly. 		

Compassionate Care Mentorship Checklist

5	<p>Uses clear, warm and empathetic language</p> <p>Examples:</p> <ul style="list-style-type: none"> • Understand and address all the client’s concerns. • Smiles at others and creates a warm environment. 		
6	<p>Uses respectful and polite words</p> <p>Examples:</p> <ul style="list-style-type: none"> • Says please routinely. • Says thank you whenever appropriate. • Says sorry when appropriate. 		
7	<p>Uses active listening</p> <p>Examples:</p> <ul style="list-style-type: none"> • Does not get distracted when listening to clients. • Asks the client questions and shows genuine care and interest. 		
8	<p>Is respectful to all clients</p> <p>Examples:</p> <ul style="list-style-type: none"> • Respects client’s time. • Acknowledges clients concerns and the importance they have to them. • Considers the client’s choice and does not impose their own ideas. 		
9	<p>Advocates for client</p> <p>Examples:</p> <ul style="list-style-type: none"> • Presents the client with all the health solutions that are available, and gives a recommendation based on their desires and well-being. • Gives the client clear ways to take care of themselves instead of trying to lecture them. • Involves the client as much as possible in the choice of treatment, when needed. 		

Compassionate Care Mentorship Checklist

10	Shows patience with themselves and others Examples: <ul style="list-style-type: none">• Let's the client describe, in her own words, her symptoms without interrupting.• Helps the client to see all the information in relation to the situation described.		
11	Remains open-minded Examples: <ul style="list-style-type: none">• Demonstrates a high degree of tolerance, interest, curiosity and understanding of the challenges faced by the client.• Does not judge the client's situation even if it goes against their personal beliefs.• Establishes a climate and a relationship of trust with the client.		
	SCORE (add up number of yes's)		

Provide detailed feedback and discuss what was done well or needs improvement.
