

Consistent Staffing Assignment



Consistent staffing is more than just an assignment. Care is more relational when familiar staff members are assigned to a resident's care. This approach supports a team culture, communication, problem-solving, and trust between staff, residents, and families.

In [Harmony's Story](#), consistency was a game-changer for Carol. Harmony stopped receiving frequent anxious calls from her mother Carol when consistent staff members supported her comfort and enjoyment of singing.

Marfe, a team manager at **Father Lacombe Care Centre (Calgary)**, shares an administrator's view in [The Big Leap](#). Family concerns became commendations as Marfe supported staff through fears and questions while transitioning to a new care model of consistent staffing assignments. She touches on planning and implementation, partnering with families and the team, and the impact on care.

With familiar care providers, residents at Father Lacombe were less likely to respond with fear and anxiety, or communicate distress through verbal and physical aggression, and resistance to care. Outcomes included:

- 50% decrease in residents with some aggressive behaviours
- 50% increase in residents with no aggressive behaviours

Looking for more resources? Check out:

- [Consistent Assignment Tip Sheet](#)
- [Huddles Tip Sheet](#)
- [Consistent assignment in long-term homes: Avoiding the pitfalls to capitalize on the promises](#)