R-E-S-P-E-C-T
For The Bariatric Patient
Information for Health-Care Providers

Rapport
Treatment
Emotion
Respect
Privacy
Encouragement
Caring and Compassion
Tact
Sensitivity

Truths
- Obesity is chronic and multifaceted.
- Obese clients are individuals and they come in different shapes and sizes.
- There is benefit and merit in all clients.
- Universal health-care is a core principle in the Canadian health-care system.
- Obese clients deserve Dignity, Comfort, Quality, Safety, Privacy and Respect.
- The RESPECT model promotes sensitive treatment for clients who are obese.

Rapport
An interpersonal connection with empathy and understanding resulting in a foundation for trust, confidence and communication. Achieved through:
- Getting to know the client and seeing past the pounds. Understand client is very important to somebody.
- Using common courtesy interacting with the client introducing yourself, asking preferred name.
- Listen actively, maintain eye contact, and avoid interrupting.
- Relate personally, smile, use humour when appropriate.
- Develop trust and be reliable.
- Avoid medical jargon, explain, educate, seek feedback and understanding.

Environment and Equipment
Providing appropriate space and equipment for a bariatric client are essential ingredients to providing improved quality of care, promoting participation, mobility, independence and improving overall quality of life. Achieved through:
- Consistently providing appropriate sized equipment – chairs, beds, toilets, commodes, lift devices, blood pressure cuffs, and accessible rooms for examinations.
- Ensure equipment meets the specific needs of the clients because one size does not fit all.
- Ensure the gown, blankets, examination drapes are the right fit.

- Provide proper and adequate seating for the family and visitors, addressing comfort and safety, to suit different sizes and shapes while not drawing attention.
- Participate in the needs of the client as they pass through each phase of the health-care system.

Safety
Maintain safety of the client and staff; build a culture of safety and sensitivity in health-care system. Achieved through:
- Know weight capacities and limits of bariatric equipment – beds, lifts, wheelchairs, and toilets.
- Use proper body mechanics when working with bariatric clients.
- Understand safe use of bariatric equipment, following manufactures instructions.
- Participate in education programs on proper use of equipment.
- Demonstrate confidence caring for clients who are obese, promoting client’s sense of safety.
- Use appropriate support staff when using aids, equipment and when moving client.
- Encourage clients to assist when appropriate, if not contraindicated with client condition.
- Seek client and family input for successful strategies used with the client.

Corporate Bariatric Committee,
Education Sub Committee, 2009
**PRIVACY**

Protection and promotion of client privacy and dignity is paramount for quality of care. To build and maintain trust safeguard personal privacy, ensure confidentiality of information, preserve dignity. Achieved through:
- Use special care to cover patient if exposure is needed, door or curtain closed, covered with appropriate sized gown or drape.
- Weighing a client, ensure scale is adequate capacity, weigh in private setting, record silently and avoid commentary.
- Only discuss client information with health-care providers with genuine need for information, avoid discussing client information in public.

**ENCOURAGEMENT**

Due to often slow progress, motivation and a positive attitude when providing care can improve quality of life and success. Achieved through:
- Assist client setting reasonable and realistic health-care goals. Acknowledge healthy choices and the difficulty of behaviour changes.
- Be patient, offer reassurance and support to clients.
- Promote the importance of healthy behaviours and self-acceptance independent of weight loss.
- Promote self-care, independence and mobility when appropriate. Provide equipment to improve self-care.
- Provide positive feedback and praise as they participate in their care.
- Recognized and celebrate successes and accomplishments as clients achieve improved health.
- Include family members who care for clients if appropriate and desired by client.
- Encourage clients to be active in their lives regardless of their size, shape, weight or disabilities.
- Refer clients to appropriate support groups and resources to pursue health and improve their well-being.

**CARING AND COMPASSION**

Caring is mutual respect for one another and compassion is the sympathetic emotion and awareness of someone’s needs. Together they promote sensitive and respectful care. Achieved by:
- Examining personal beliefs.
- Recognizing the complexity of obesity and many causes.
- Seeing the client who is obese as a thinking and feeling person with unique qualities and capabilities.
- Seeing the physical, emotional and educational needs of the client are met.
- Include client in plan of care.
- Advocate and promote autonomy in decision making.
- Explain procedures and ask permission to perform them.
- Be considerate and genuine in your interactions.

**TACT**

The ability to speak and interact with another person without offending. Understanding what is proper and appropriate in dealing with others. Achieved by:
- Be aware of verbal and nonverbal communication, for example: facial expression, tone of voice and gestures.
- Words such as obese, large size and excess fat may be offensive. Use words weight, excess weight or weight problem.
- Avoid impatience, frustration or distaste when interacting with clients or when performing challenging procedures.
- Collect personal information in a private setting. Also explain reason why it is needed.
- Recognize the strength and courage it took for bariatric clients to address their health issues.

*Always think before you speak*

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A special reference to: The Ohio State University Medical Centre’s RESPECT Model for the Sensitive Treatment of the Bariatric Patient