2-Minute Drill

You have a 24 hour flu and need someone else to provide support for your elderly mom for one day. The person who is providing the support is a trusted friend - but who doesn't know your mom.

You have two minutes to give them a summary of what they need to know to support your mom successfully. What are your mom's likes & dislikes? What are the things she needs that bring her comfort? What kinds of supports will she need? What are things that annoy her? What would you say?