



When a care recipient refuses a plan

Start with the person's reasons and rights, not a power struggle.

A note from Victoria

A refusal can frighten you, especially when the stakes feel high. It can also tell you something important about discomfort, fear, timing, or a goal the plan missed.

What to do

Ask what part of the plan feels wrong and what outcome the person wants. Check whether pain, communication barriers, cost, or side effects are involved. Bring the concern to the treating team and ask about alternatives. Capacity, consent, and emergency rules are individual and local; seek qualified guidance rather than forcing care or assuming refusal has no weight.

Words you can use

"What part of this is hardest for you? I want to understand before we ask the team what else might work."

One useful step I can take today:

I could start with: Write the person's own reason for refusing, then one question for the clinician.

The strength I see in you

Listening first can reveal a better path without surrendering safety.



CAREGIVING | WORKSHEET

When a care recipient refuses a plan

Use this page in your own words. You can leave any part blank.

The person's reason in their own words

What risk or concern I need clarified

An alternative to ask the team about

My next manageable step

A person, service, or place I can turn to (if useful)

Peer support and organization, not medical or legal advice. Follow the treating team's instructions. For urgent danger or symptoms, contact emergency services or the clinician.