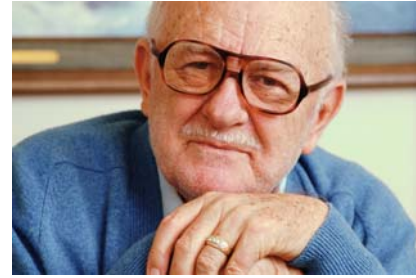


CARE STRATEGIES FOR CLIENTS WITH DEMENTIA



- Be *care* focused, not *task* focused
- Follow the A, B, C, D, E model

A	<p><u>ALLOW TIME</u></p> <ul style="list-style-type: none"> • Dementia care takes 50% more time • Rushing through care is abuse • Rushing increases anxiety, agitation, aggression, fear • Slow down; a calm caregiver can calm the client
B	<p><u>BACK OFF</u></p> <ul style="list-style-type: none"> • Can this wait until another time? • Try again later • Get help • Have someone else try <p style="text-align: center;">If you insist, they will resist</p>
C	<p><u>COMMUNICATE</u></p> <ol style="list-style-type: none"> 1. Start the Interaction in a Conversational Way 2. Simplify what you Say 3. Check your Approach - Dignity and Respect 4. Be supportive
D	<p><u>DISTRACT</u></p> <ul style="list-style-type: none"> • Distract with another activity the person enjoys: <ul style="list-style-type: none"> ○ Reminiscing ○ Something of interest to the person • Offer choices
E	<p><u>ENTER THEIR WORLD</u></p> <ul style="list-style-type: none"> • Your client's reality is unique <ul style="list-style-type: none"> ○ Never argue or try to explain logically • People with dementia live in the moment <ul style="list-style-type: none"> ○ Go where they are ○ Drop your own agenda; Go with the flow • Validate their reality

Four Steps toward Better Communication with Persons with Dementia

1. Start the interaction in a conversational manner.

- ◆ Approach from the front, calmly and slowly
- ◆ Make eye contact
- ◆ Call the person by preferred name
- ◆ State who you are and why you are there
- ◆ Allow time for a response
- ◆ Begin in a conversational manner not task focused

2. Simplify what you say

- ◆ Use questions that can be answered “yes” or “no”
- ◆ Use simple, short sentences
- ◆ Provide choices if possible and show options
- ◆ Rephrase your sentences

3. Check your approach

- ◆ Your verbal message: tone of voice, rate of speech, volume
- ◆ Suggest or invite, don't tell, as an approach to begin a task
- ◆ Your non-verbal message: body language, facial expression, use of touch
- ◆ Ask permission

4. Be supportive

- ◆ Provide the words the person is looking for
- ◆ **Listen** for their emotional message:
 - ◆ Tone of voice
 - ◆ Body language
 - ◆ Facial expression
- ◆ Validate the emotional message: empathy, sincerity, acceptance