




# BEHAVIOURAL ESCALATION CONTINUUM MODEL:

## RESPONDING TO PERSONS WITH DEMENTIA

Behaviour Level	Staff Approach
<p><b>When you see <b>Anxiety</b></b></p> <p>Defined as a change or increase in behavior:</p> <ul style="list-style-type: none"><li>▪ Restless, pacing, rocking, withdrawal, fidgeting</li><li>▪ Staff seeking, repetitive requests</li></ul>	<p><b>Be...Attentive</b></p> <ul style="list-style-type: none"><li>✓ Acknowledge the change</li><li>✓ Validate the feelings/emotion</li><li>✓ Display understanding and support</li><li>✓ Respond in a calm and gentle voice</li><li>✓ Offer reassurance and assistance</li><li>✓ Check for underlying needs</li></ul>
<p><b>When you see <b>Agitation</b></b></p> <p>Resident becomes increasingly irrational and includes behaviour:</p> <ul style="list-style-type: none"><li>▪ Swearing, criticism, vocalized anger</li><li>▪ Physically restless and repetitive mannerisms ↑</li><li>▪ Resists or refuses care</li></ul>	<p><b>Be... Responsive</b></p> <ul style="list-style-type: none"><li>✓ Acknowledge the change</li><li>✓ Validate the feelings/emotions</li><li>✓ Be flexible</li><li>✓ Offer choices and redirect</li><li>✓ Respond in a calm tone</li><li>✓ Ignore the challenge but don't ignore the behaviour</li><li>✓ Check for triggers:<ul style="list-style-type: none"><li>✓ Check for unmet needs</li><li>✓ Check your approach</li><li>✓ Check the environment</li></ul></li></ul> 
<p><b>When you see <b>Verbal or Physical Aggression</b></b></p> <p>Resident experiences a total loss of control - an emotional and physical response:</p> <ul style="list-style-type: none"><li>▪ Verbally threatening and abusive language</li><li>▪ Physical aggression such as hitting, biting, grabbing</li></ul>	<p><b>Be... Directive</b></p> <p>Immediately:</p> <ul style="list-style-type: none"><li>✓ Stop task, check your approach</li><li>✓ Increase resident's personal space</li><li>✓ Be aware of your surrounding environment</li></ul> <p>Regain control of situation by:</p> <ul style="list-style-type: none"><li>✓ Responding calmly; use non-threatening body posture</li><li>✓ Don't react: argue, give a defensive response, rationalize</li><li>✓ Validate: acknowledge their feelings</li><li>✓ Give directions/instructions</li><li>✓ Keep it short and simple</li><li>✓ Recognize the difference between venting and abusive language</li></ul> <p>After the resident has de-escalated:</p> <ul style="list-style-type: none"><li>✓ Seek clarification for the behaviour</li><li>✓ Allow time and try another approach</li><li>✓ Redirect</li><li>✓ Check for triggers:<ul style="list-style-type: none"><li>✓ Check for unmet needs</li><li>✓ Check your approach</li><li>✓ Check the environment</li></ul></li></ul>