Dementia Care

It’s All In Your Approach!
REALIZE ... 

• *It Takes TWO to Tango ... or tangle*...
Being ‘right’ doesn’t necessarily translate into a good outcome for both of you
It’s the relationship that is MOST critical

NOT the outcome of one encounter
Learning & Memory Center
Hippocampus
BIG CHANGE
Hearing Sound – Not Changed
Sensory Strip
Motor Strip
White Matter
Connections
BIG CHANGES

Formal Speech &
Language Center
HUGE CHANGES

Automatic Speech
Rhythm – Music
Expletives
PRESERVED
Executive Control Center
Emotions
Behavior
Judgment
Reasoning
Vision Center – BIG CHANGES
Three Reasons to Communicate

• Get something DONE
• Have a conversation
• Help with distress
Getting the person to DO Something

Form a relationship FIRST
Then Work on Task Attempt
Connect

• 1st – Visually
• 2nd – Verbally
• 3rd – Physically
• 4th – Emotionally
• 5th –Personally – Individually - Spiritually
To Connect

Use the Positive Physical Approach
Your Approach

• Use a consistent positive physical approach
  – pause at edge of public space
  – gesture & greet by name
  – offer your hand & make eye contact
  – approach slowly within visual range
  – shake hands & maintain hand-under-hand
  – move to the side
  – get to eye level & respect intimate space
  – wait for acknowledgement
Human Beings Have THREE Zones of Awareness of Others

• Public Space – 6 ft away or more
• Personal Space – 6 ft to arm’s length
• Intimate Space – within arm’s reach
Typical Use of Space

• Public Space - Visual Interactions & Awareness
• Personal Space – Conversations & Friendship
• Intimate Space – Intense Physical Closeness
Step 1

- Pause at the Edge of Public Space
  - Stop moving at 6 ft
  - Let the person NOTICE you in public space
  - Acknowledge the person’s OWNERSHIP of personal space
  - Respect their space!
Step 2

• Greet
  – Bring flat, open palm up near face
    • Visually cue to look at you
  – Say “HI!” and use preferred name, if known
    • Verbally cue to look at you
  – Look Friendly
    • Smile
    • Make eye contact
Step 3

• Offer you hand in greeting
  – Seek permission to enter PERSONAL SPACE
  – SHOW the person what you want to do

• Watch for the person’s reaction/response
  – If there is hesitation or withdrawal
    • STAY in PUBLIC space
    • Turn your body SIDEWAYS – supportive stance
    • Kneel or sit down
    • See what happens next – if no better, hold back
Step 4

• Move Slowly toward the person
  – While offering your hand in greeting
  – Smile and look friendly
  – 1 second = 1 step
    • Respect SLOWED processing time
    • Decreased ability to do two things at one time
Step 5

• Move into SUPPORTIVE stance
  – Shift toward the right side – hand shake side
  – Turn your TRUNK sideways to the person
  – Stay at ARM’S length
  – Keep your face & chest back
Step 6

• Switch into the HAND UNDER HAND position from a normal handshake
  – Provides protection for the person you are helping
    • Keeps you from hurting their wrist, arm, or fingers
  – Provides protection for you
    • Keeps the person from squeezing your knuckles
    • Keeps the person from hitting or grabbing you
  – CONNECTS you with the person you are helping
    • Helps direct gaze – eye-hand coordination
    • Pressure in the palm is calming
Hand-Under-Hand Assistance
Hand-under-Hand
protects aging, thin, fragile, forearm skin
High Risk
Step 7

• Get Low – Get to the person’s level
  – Sit down OR Get down (kneel or squat)
  – Respect INTIMATE space
  – Allow eye contact with limited visual field
  – Get focus on your face not your chest or middle
Step 8

• Wait for a response or acknowledgement
  – Make sure you have a CONNECTION before you start your message
  – You have 3 points of connection – Need MORE?
    • Visual – eye contact
    • Verbal – friendly voice
    • Touch – hand-under-hand
  – Begin to add two more
    • Emotional – match their emotion
    • Individual – say something personal – use name
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Now Practice

• Ask a partner to watch
• Do the approach
• Ask for feedback – use the Peer Checklist
• Go down the list yourself – How did you do?
  – What did you do right?
  – What do you need to work on?
  – Ask for their thoughts
• Listen to their feedback – TRY AGAIN!
Practice LOTS

• Practice everyday
• Practice at least 3 times day
• Help someone else get better
• Work on your skills
• Let your Trainer know when you are ready to be checked off
• Get checked off…. Or get back to work
• 6/9 steps right = move on
Silent Observation

• You are not done yet!
• Next, your trainer will be watching you for USE without prompting
• Once you are going the PPA without prompts, you will graduate
• If you are not getting it, you will need to:
  – Re-do the class
  – Work 1:1 with a preceptor
  – Get counseling about continuing to work