

Changing the Culture of
Dementia Care
One Mind at a Time

Positive
Approach

GEMS[®]
Dementia **Aware**
Dementia **Knowledgeable**
Dementia **Skilled**
Dementia **Competent**

www.teepasnow.com

© Teepa Snow, Positive Approach, LLC - to be reused only with permission.

1

For the slides from this
presentation, visit:

www.teepasnow.com/presentations

Slides will be available for 2 weeks

Positive
Approach
to Care
www.teepasnow.com

© Teepa Snow, Positive Approach, LLC - to be reused only with permission.

2

Positive
Approach
to Care
www.teepasnow.com

Handouts are intended for personal use only. Any copyrighted materials or DVD content from Positive Approach, LLC (Teepa Snow) may be used for personal educational purposes only. This material may not be copied, sold or commercially exploited, and shall be used solely by the requesting individual.

Copyright 2017. All Rights Reserved.
Teepa Snow and Positive Approach to Care.
Any redistribution or publication in whole or in part is strictly prohibited,
without the expressed written consent of Teepa Snow and
Positive Approach LLC.

© Teepa Snow, Positive Approach, LLC - to be reused only with permission.

3



Coping With Challenging Behaviors In Dementia Care

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

4

What Causes Distress or Resistance?

Mismatch between:

- What we expect versus what actually happens
- What we can do versus what is needed
- What was versus what is
- What we want versus what we get
- What we want versus what the other wants
- Who we are with versus who we want to be with
- Where we are versus where we want to be
- Who we are versus who we want to be

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

5

Resisting Resistance Just Increases Resistance!

If something isn't working,
 Stop and back off!
 Think about it
 Try again, but change something!

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

6

Example of Challenges:

- | | |
|---------------------------------|-----------------------------|
| No financial or health care POA | Eloping or wandering |
| Losing important things | No solid sleep time |
| Getting lost | Getting 'into' things |
| Unsafe task performance | Threatening caregivers |
| Repeated calls and contacts | Undressing |
| Refusing | Being rude |
| 'Bad mouthing' you to others | Feeling 'sick' |
| Making up stories | Striking out at others |
| Resisting care | Falls and injuries |
| Swearing and cursing | Infections and pneumonias |
| Making 911 calls | Seeing things and people |
| Mixing day and night | Not eating or drinking |
| Shadowing | Contractures and immobility |

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

7

What Happens?

- | | |
|--------------------------------------------------|-----------------------------------------------------|
| Traditionally: | Non-Traditionally: |
| We wait till it gets dangerous or at least risky | Adopt a "So What?" mindset for 'annoying' behaviors |
| We blame | Become a detective |
| We 'knee-jerk' react | Get everyone involved, early and often |
| We treat the immediate | Re-check and monitor |
| We become 'parental' | Change what is easiest first |
| We become judges | Change what can be controlled |
| We give up | Celebrate all improvements |
| We go through the motions | Start by changing <u>ourselves</u> |
| We go to medications first | |

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

8

So What Can You Do????

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

9

Six Pieces of the Puzzle:

1. Personal history and preferences
2. Level and type of dementia
3. Other health conditions and sensory losses
4. Environmental conditions
5. Care partner approach and behaviors
6. The day and how it all fits together

© Teape Snow, Positive Approach, LLC - to be reused only with permission.

10

What Can You Control or Not Control?

Control:

- The environment: setting, sound, sights
- The day and how things fit together
- How you choose to help



Not Control:

- The person and who they have been: personality, preferences, history
- The type and level of dementia now
- Other medical conditions, sensory status, and what the medications do to/for the person

© Teape Snow, Positive Approach, LLC - to be reused only with permission.

11

The First Piece of the Puzzle:

The person and who they have been:
personality, preferences and history

© Teape Snow, Positive Approach, LLC - to be reused only with permission.

12

Knowing the Person:

- History
- Values and beliefs
- Habits and routines
- Personality and stress behaviors
- Work and family history
- Leisure and spiritual history
- 'Hot buttons' and comforts

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

13

**Some 'stuff' we think that
people do on purpose
is really just who they are**

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

14

Lifelong Personality Traits and Preferences Matter!

We are more of who we have always been,
unless
We have always been covering up who we
really are and we decide to 'let go'
or
Dementia robs us of our ability to be the way
we want to be
or
Dementia causes us forget how we are
'supposed to be' and lets us be free

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

15

Personal Preferences Matter:

- We like what we like!
- With dementia, the 'likes' can change
- The challenge is to honor what is important but change what is needed
- Our willingness to meet the person's changing needs is essential
- Changes are made harder by our sense of loss and grief

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

16

Some Personal Preferences:

- Appearance
- Behaviors
- Language
- Daily Routines
- Foods and Drinks
- Music
- Touch, Textures, Noise, Space
- Worship and Spiritual practices

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

17

How Does Dementia Affect This?

- Memory
- Language: understanding and production
- Self-care skills
- Sensation
- Emotional control
- Reasoning and thinking
- Vision

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

18

Personality Traits:



- Introvert - Extrovert
- Lots of Details - Big Picture only
- Logical - Emotional
- Planning Ahead - Being in the Moment

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

19

Introvert – Extrovert:

Introvert:

- Likes to be alone
- Likes to think it out
- Likes personal space
- Needs alone time
- Private
- Shares little
- Decides on own after thinking it through

Extrovert:

- Thinks out loud
- Talks it out
- Seeks out people
- Shares a lot
- Not good with boundaries
- Gets opinions before 'deciding'

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

20

Details – Big Picture

Details:

- Needs to know how
- Specifics of what to do
- Wants detailed info to do it 'right'
- Likes doing the familiar and routine
- Likes a check list and follows it
- Likes to do it

Big Picture:

- Needs to know why
- Likes to 'fly by the seat...'
- Likes to hear the big plan
- Likes to try out new and different ways of doing things
- Likes to experiment
- Likes to talk it out first

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

21

Logical - Emotional

Logical:

Head First
Fair
Reasonable
Rational
Likes to discuss differences of opinion
How other people 'behave'

Emotional:

Heart First
Nice
Kind
Empathetic
Prefers to avoid disagreements
How other people 'feel'

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

22

Planning Ahead - In the Moment

Planning Ahead:

Aware of the future
Sets priorities and plans
Likes routines
Likes a schedule
Likes to do things as planned
Decide and move on!
Needs to be in control

In the Moment:

Being flexible
Go with 'now' issues
Not forward thinking
Running late
Putting 'other' things off
Considers options
Go with the flow

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

23

Which is Best?

There is no best or better,
just different!

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

24

The Second Piece of the Puzzle:

The Level and Type of Dementia

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

25

So, What is Dementia?

- It is not part of normal aging! It is a disease!
- It is more than just forgetfulness, which is part of normal aging
- It makes independent life impossible, eventually
- It changes everything over time
- It is not something the person can control
- It is not always the same for every person
- It is not a mental illness
- It is real
- It is hard at times

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

26

What is Dementia?

It is both
a chemical change in the brain
and
a structural change in the brain

So...
Sometimes they can and sometimes
they can't

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

27

Brain Failure

The person's brain is dying

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

28

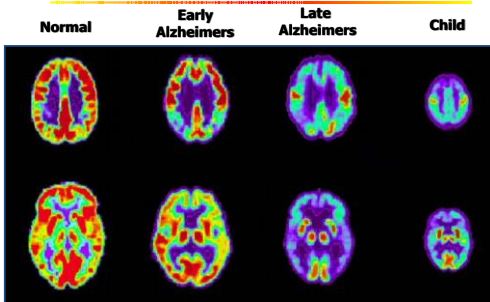
Four Truths About Dementia:

1. At least 2 parts of the brain are dying:
one related to memory and another part
2. It is chronic – can't be fixed
3. It is progressive – it gets worse
4. It is terminal – it will kill, eventually

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

29

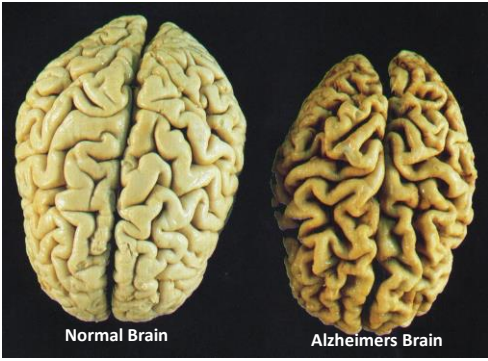
Positron Emission Tomography (PET) Alzheimers Disease Progression vs. Normal Brains



G. Small, UCLA School of Medicine.

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

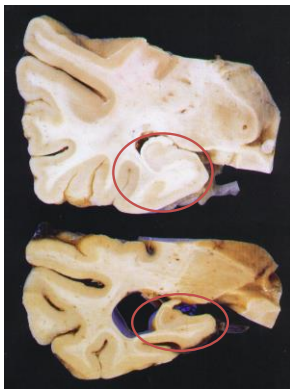
30



Used with permission from Alzheimers, The Broken Brain, 1999 University of Alabama

© Tsapea Snow, Positive Approach, LLC - to be reused only with permission.

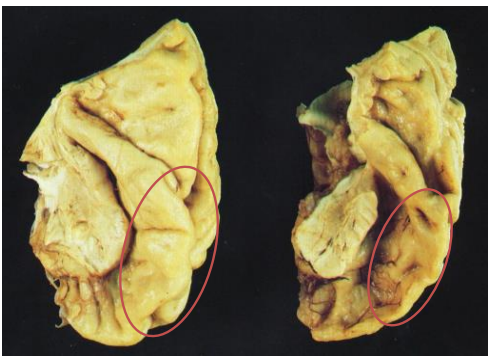
31



**Learning and Memory Center:
Hippocampus:
Big Change**

© Tsapea Snow, Positive Approach, LLC - to be reused only with permission.

32



Understanding Language – Big Change

© Tsapea Snow, Positive Approach, LLC - to be reused only with permission.

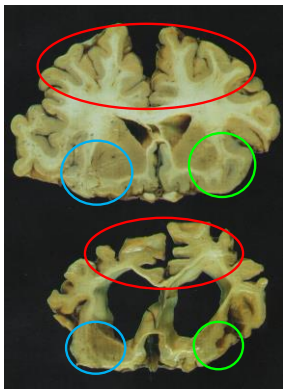
33



Hearing Sound – Not Changed

© Teepe Snow, Positive Approach, LLC – to be reused only with permission.

34



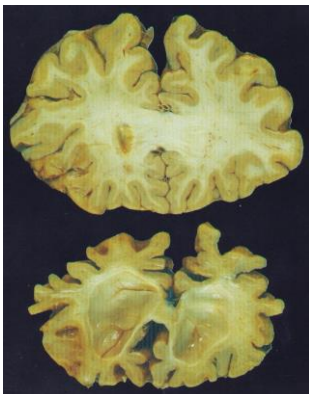
Sensory Strip
Motor Strip
White Matter
Connections
Big Changes

Automatic
Speech
Rhythm – Music
Expletives:
Preserved

Formal Speech
and Language
Center:
Huge Changes

© Teepe Snow, Positive Approach, LLC – to be reused only with permission.

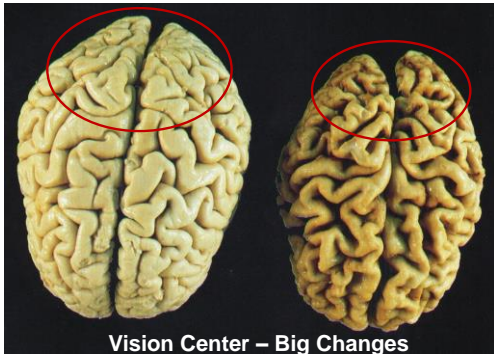
35



Executive
Control
Center:
 Emotions
 Behavior
 Judgment
 Reasoning

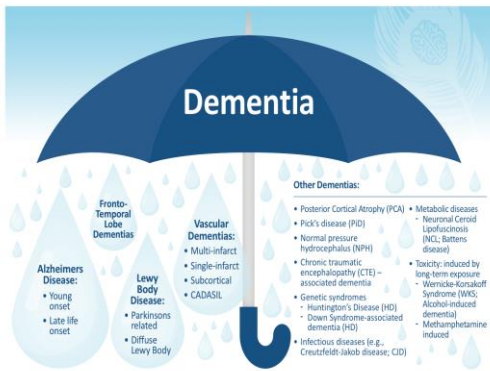
© Teepe Snow, Positive Approach, LLC – to be reused only with permission.

36



© Teape Snow, Positive Approach, LLC - to be reused only with permission.

37



© Teape Snow, Positive Approach, LLC - to be reused only with permission.

38

FOUR TRUTHS ABOUT ALL DEMENTIAS:

1. At least two parts of your brain are dying
2. Nothing stops or cures it
3. It keeps progressing and changing
4. It is terminal

Alzheimers	Lewy Body	Vascular	Frontal-Temporal
<ul style="list-style-type: none"> • New details lost first • Recent memory worse • Some language problems, mis-speaks • More impulsive or indecisive • Gets lost - time/place • Several forms and patterns • Young onset can vary from late life onset • Dementia is high risk • Notice changes over time • Related to beta-amyloid plaques and tau pathologies 	<ul style="list-style-type: none"> • Movement problems - Falls • Visual disturbances • Delusional thinking • Fine motor problems - hands & swallowing • Episodes of rigidity and syncope • Insomnia - sleep disturbances • Nightmares that seem real • Fluctuations in abilities • Drug responses can be extreme & strange • Related to synuclein protein malformations 	<ul style="list-style-type: none"> • Sudden changes in ability - some recovery • Picture varies by person • Can have bounce back & bad days • Judgment and behavior 'not the same' • Spotty losses • Emotional and energy shifts • Least predictable • Caused by problems with blood flow, oxygen, nourishment of brain cells 	<ul style="list-style-type: none"> • Many types • Frontal - impulsive and behavior control changes <ul style="list-style-type: none"> - Says unexpected, rude, mean, odd things - Apathy - not caring - Problems with initiation or sequencing - Disinhibited - sex, food, drink, emotions, actions • Temporal - language change <ul style="list-style-type: none"> - Difficulty with speaking - missing/changing words - Rhythms OK, content missing - Not getting messages • Related to tau pathologies

Copyright © 2006 - 2019 Positive Approach, LLC and Teape Snow. May not be duplicated or re-used without prior permission. www.teapesnow.com

© Teape Snow, Positive Approach, LLC - to be reused only with permission.

39

**Dementia
does not equal
Alzheimers
does not equal
Memory Problems**

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

40

Alzheimers:

- New information lost
- Recent memory worse
- Problems finding words
- Misspeaks
- More impulsive or indecisive
- Gets lost
- Notice changes over 6 months – 1 year

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

41

Vascular Dementia:

- Sudden changes
- Picture varies by person
- Can have good and bad days
- Judgment and behavior 'not the same'
- Spotty losses
- Emotional and energy shifts
- 3-30 year duration

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

42

Lewy Body Dementia:

- Movement problems, falls
- Visual hallucinations
- Fine motor problems: hands, swallowing
- Episodes of rigidity and syncope
- Nightmares or insomnia
- Fluctuations in abilities
- Drug responses can be extreme and strange

© Teape Snow, Positive Approach, LLC - to be reused only with permission.

43

Fronto-Temporal Dementias:

- Many types
- Frontal: impulse and behavior control loss
 - Says unexpected, rude, mean, odd things to others
 - Disinhibited about food, drink, sex, emotions, actions
 - Becomes 'stuck' or obsessed about 'things'
- Temporal: language loss
 - Can't speak or get words out
 - Can't understand what is said, uses nonsense words

© Teape Snow, Positive Approach, LLC - to be reused only with permission.

44

Progression of Dementia:

- What level is the person at?
- It changes over time, dementia is not a stable condition

© Teape Snow, Positive Approach, LLC - to be reused only with permission.

45

Progression of Dementia: The GEMS®

Sapphires

Diamonds

Emeralds

Ambers

Rubies

Pearls



© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

47

Why Use GEMS® States?

- Uses familiar concepts to talk about a difficult subject
- Focuses on what is valued rather than on a number or amount of 'decline'
- Like people, gems are precious and unique, with common characteristics
- Allow to us to get beyond the words 'dementia' and 'Alzheimer's'
- Opens the door to talking about changes
- Allow us to speak in a "code" to protect dignity

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

48

Sapphires:



- Us on a good day
- Clear and true to ourselves
- May feel 'blue' over changes
- Can typically choose our behavior
- May have other health issues that affect behaviors
- Recognize life experiences, achievements and values
- Can follow written info and hold onto it

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

49

Diamonds:



- Sharp, hard, rigid, inflexible, can cut
- Many facets, still often clear, can really shine
- Are usually either Joiners or Loners
- Can complete personal care in familiar place
- Usually can follow simple prompted schedules
- Misplace things and can't find them
- Resent takeover or bossiness
- Notice other people's misbehavior and mistakes
- Vary in lack of self-awareness
- Use old routines and habits
- Control important roles and territories, use refusals

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

50

Emeralds:



- Changing color
- Not as clear or sharp, more vague
- On the go, need to 'do'
- Flaws may be hidden
- Time traveling is common
- Are usually Doers or Supervisors
- Do what is seen, but miss what is not seen
- Must be in control, but not able to do it correctly
- Do tasks over and over, or not at all

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

51

Ambers:



- Amber Alert- Caution!
- Caught in a moment
- All about sensation and sensory tolerance, easily over or under stimulated
- May be private and quiet or public and noisy
- No safety awareness
- Ego-centric
- Lots of touching, handling, tasting, mouthing, manipulating
- Explorers, get into things, invade others' space
- Do what they like and avoid what they do not

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

52

Rubies:



- Hidden depths
- Major loss of fine motor finger and mouth skills, but can do gross motor skills like walking, rolling, rocking
- Comprehension and speech halted
- Wake-sleep patterns very disturbed
- Balance, coordination, and movement losses
- Eating and drinking patterns may change
- Tends toward movement unless asleep
- Follows gross demonstration and big gestures
- Limited visual awareness
- Major sensory changes

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

53

Pearls:



- Hidden in a shell: still, quiet, easily lost
- Beautiful and layered
- Spends much time asleep or unaware
- Unable to move, bed or chair bound, frequently fall forward or to side
- May cry out or mumble often, increases vocalizations with distress
- Can be difficult to calm, hard to connect
- Knows familiar from unfamiliar
- Primitive reflexes
- The end of the journey is near, multiple systems are failing
- Connections between the physical and sensory world are less strong but we are often the bridge

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

54

The Third Piece of the Puzzle:

- Other medical conditions
- Psychological or psychiatric conditions
- Sensory status: vision, hearing, sense of touch, balance, smell, taste
- Medications
- Treatments



© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

55

Health and Illness:

- Mobility problems?
- Pain?
- Sensory problems?
- Mental health issues?
- Other diagnoses of importance?



© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

56

What Else Could Be Going On?

- Another medical condition
- Medication side-effect
- Hearing loss or vision loss
- Depression/anxiety
- Acute illness
- Delirium
- Severe but unrecognized pain
- Other things

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

57

Drugs That Treat Symptoms:

- Antidepressants
- Mood stabilizers
- Antipsychotics
- Anxiolytics/Benzodiazepines

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

58

Drugs That Can Affect Cognition in Elders:

- | | |
|--------------------------------|-----------------------------|
| Anti-arrhythmic agents | Histamine receptor blockers |
| Antibiotics | Immunosuppressants |
| Antihistamines - decongestants | Muscle relaxants |
| Tricyclic antidepressants | Narcotic analgesics |
| Anti-hypertensives | Sedative hypnotics |
| Anti-cholinergic agents | Anti-Parkinsonian agents |
| Anti-convulsants | |
| Anti-emetics | |

Washington Manual Geriatrics Subspecialty Consults edited by Kyle C. Moylan (pg 19) - published by Lippincott, Wilkins & Williams, 2003
© Teape Snow, Positive Approach, LLC - to be reused only with permission.

59

The Fourth Piece of the Puzzle:

The Environment:

- Physical
- Sensory
- Social



© Teape Snow, Positive Approach, LLC - to be reused only with permission.

60

Supportive Environments:

Include Two Factors:

- What you like
- What's good for you



© Teape Snow, Positive Approach, LLC - to be reused only with permission.

61

The Supportive Sensory Environment:

- What you See
- What you Hear
- What you Feel
- What you Smell
- What you Taste

© Teepee Show, Positive Approach, LLC - to be reused only with permission.

62

Supportive Environments: The 3 Positive P's

1. **P**hysical Environment
2. **P**eople: the ways they act and respond
3. **P**rogramming

Find a balance, not too much or too little

© Teepee Show, Positive Approach, LLC - to be reused only with permission.

63

The Fifth Piece of the Puzzle:

People and Their Behaviors

- Care Partners
- Family Members
- Friends
- You!

© Teepee Show, Positive Approach, LLC - to be reused only with permission.

64

What Shouldn't We Do?

- Argue
- **Make up stuff that is not true**
- Ignore problem behaviors
- Try a possible solution only once
- Give up
- Let them do whatever they want to
- Force them to do things

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

65

So What Should We Do?

Remember who has the healthy brain!

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

66

How Can We Help Better?

It all starts with your approach!

Be a Care Partner, not a Care Giver!

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

67

Key Care Partner Skills:

- Greet before you treat
- Build a 'team'
- Give cues in a specific sequence
- Respect space and the person
- Wait for a response before going on
- Do one thing at a time
- Stop and back off if it isn't working
- Try something different as you approach

© Teepee Snow, Positive Approach, LLC - to be reused only with permission.

68

Before You Try to Get the Person to 'Do Something,' First Get Connected:

- Make a Great First Impression
- Say Something Nice
- Form a Positive Relationship!

© Teepee Snow, Positive Approach, LLC - to be reused only with permission.

69

Positive Physical Approach™



- Pause at edge of public space (6 feet)
- Greet with your open hand next to your face, smile
- Call the person by name, if possible
- Move your hand into handshake position
- Approach slowly and within visual range
- Move from a handshake to Hand-under-Hand®
- Shift into a Supportive Stance alongside them
- Get low by standing or kneeling, but don't lean in
- Make a connection and wait for their response

© Teepee Snow, Positive Approach, LLC - to be reused only with permission.

70

Then Connect Emotionally:

- Make a connection
- Offer your name: "I'm (name) and you are...?"
- Offer a shared background: "I'm from (place) and you're from...?"
- Offer a positive personal comment: "You look great in that!" or "I love that color on you."

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

71

Then Get it Going!

- Give simple and short information
- Offer concrete choices
- Ask for the person for their help
- Ask the person to try
- Break the task down to single steps at a time

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

72

Give Simple Information:

- Use a Visual Cue (gesture/point) combined with a Verbal Cue:
 - "It's about time for..."
 - "Let's go this way..."
 - "Here are your socks..."
- Don't ask questions you don't want to hear the answer to!
- Acknowledge the response/reaction to your information
- Limit your words and keep it simple
- Wait!!!!

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

73

Visual Cues:

- Signs
- Pictures
- Props/objects
- Gestures
- Facial expressions
- Demonstrations

© Teape Snow, Positive Approach, LLC - to be reused only with permission.

74

Verbal Cues:

- Keep it simple and short
- Directed
- Matched to visual cues

© Teape Snow, Positive Approach, LLC - to be reused only with permission.

75

Touch Cues:

- Touching a body part
- Handing the person an item
- Using Hand-under-Hand® assistance

© Teape Snow, Positive Approach, LLC - to be reused only with permission.

76

Five Ways to Say "I Am Sorry!"

- I'm sorry, I was trying to help
- I'm sorry I made you feel (emotion: angry, irritated, frustrated, sad, isolated....)
- I'm sorry I made you feel (intellectual capacity or relationship unequal: like a child, stupid, like an idiot...)
- I'm sorry that happened, it shouldn't have
- I'm sorry, this is hard!

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

77



© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

78

The Sixth Piece of the Puzzle:

The Day and How it All Fits Together:

Daily routines and programming
 Filling the day with valued engagement
 GEMS® state programming

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

79

Examples of Meaningful Activities:

- **Productive Activities:** sense of value and purpose
- **Leisure Activities:** having fun and interacting
- **Self-Care and Wellness:** personal care of body and brain
- **Restorative Activities:** re-energize and restore spirit

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

80

Productive Activities:

- | | |
|----------------------------|-----------------------------|
| Helping another person | Counting things |
| Helping staff | Folding things |
| Completing community tasks | Marking things |
| Making something | Cleaning things |
| Sorting things | Taking things apart |
| Fixing things | Moving things |
| Building things | Cooking/baking |
| Organizing things | Setting up or breaking down |
| Caring for things | Other ideas |

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

81

Leisure Activities:

- | Active: | Passive: |
|-------------------------|----------------------|
| Socials | Entertainers |
| Sports | Sport program/event |
| Games | Presenters |
| Dancing | Lobby sitting |
| Singing | TV programs: watched |
| Visiting | Activity watchers |
| Hobbies | Being done to |
| Doing, Talking, Looking | |

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

82

Self-Care and Wellness Activities:

Cognitive:

Table top tasks:

- Matching, sorting, organizing, playing

Table top games:

- Cards, board games, puzzles

Group games:

- Categories, crosswords, word play, old memories

Physical:

Exercise

Walking

Strengthening tasks

Coordination tasks

Balance tasks

Flexibility tasks

Aerobic tasks

Personal care tasks

© Teepa Snow, Positive Approach, LLC - to be reused only with permission.

83

Rest and Restorative Activities:

Sleep, naps

Listen to quiet music with lights dimmed

Look at the newspaper

Look at a calm video on TV screen

Rock in a chair

Swing in a porch swing

Walk outside

Listen to reading from a book of faith

Listen to poetry or stories

Listen to or attend a worship service

Stroke a pet or animal

Stroke fabric

Get a hand or shoulder massage

Get a foot soak and rub

Listen to wind chimes

Aromatherapy

© Teepa Snow, Positive Approach, LLC - to be reused only with permission.

84

Teepa's Rules:

- Music at least twice a day
- Something productive for each Emerald resident
- Play with people, but keep it adult, watch for cues
- Smooth out transitions
- If they can do something, support their doing, don't do to them or for them
- Encourage helping and always say thank you!
- Respect space preferences: introverts/extroverts
- Match sensory experience to preferences: sight, sound, smell, touch, taste

© Teepa Snow, Positive Approach, LLC - to be reused only with permission.

85

Now that you are aware
of the Six Pieces of the
Puzzle, reframe
'problem behaviors'
as 'unmet needs'

Get interested, excited,
and be challenged!

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

86



Top Ten Unmet Needs:



Unmet Physical Needs:

- Hungry or thirsty
- Tired or over-energized
- Elimination: need to/did
- Temperature: too hot/cold
- Pain:
 - Joints - skeleton
 - Inside systems (head, chest, gut, output)
 - Creases or folds of skin
 - Surfaces that contact other surfaces

Unmet Emotional Needs:

- Angry
- Sad
- Lonely
- Scared
- Bored

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

87

Describe the Behavior:

- If possible, get another person to watch or consider recording to investigate
- Use objective language to describe the 'behavior'
- Investigate what is going on when the 'behavior' is not happening
- Check it out from all perspectives

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

88

Investigate Carefully!

From Microscope to Telescope:

- Use a sensory approach: look, listen, feel, smell, taste, move
- Check out the environment
- Look at public, personal, intimate space issues
- Get in their 'shoes' and position
- Pay attention to cues
- Look at timing, sequencing, and responses

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

89

Build a Team, Don't be a Lone Ranger!

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

90

Why Do You Need Others?

- Life happens 24/7
- Six Pieces make it complicated and multi-factorial
- The Six Pieces affect everyone, including you
- Each person will have a different perspective and information
- To optimize positive outcomes, it is best to all:
 - Have a common goal and game plan
 - Move in a planned, consistent direction
 - Check in regularly
 - Make adjustments as needed
 - Celebrate the "ah-ha" moments, share the "uh-ohs!"

© Teepe Snow, Positive Approach, LLC - to be reused only with permission.

91

Believe:

People with dementia are doing the best they can!

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

92

What you leave behind is not what is engraved in stone monuments, but what is woven into the lives of others.

-Pericles

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

93

DISCLAIMER

The content contained in this presentation is strictly for informational purposes. Therefore, if you wish to apply concepts or ideas contained from this presentation you are taking full responsibility for your actions. Neither the creators, nor the copyright holder shall in any event be held liable to any party for any direct, indirect, implied, punitive, special, incidental or other consequential damages arising directly or indirectly from any use of this material, which is provided as is, and without warranties.

Any links are for information purposes only and are not warranted for content, accuracy or any other implied or explicit purpose.

This presentation is copyrighted by Positive Approach to Care and is protected under the US Copyright Act of 1976 and all other applicable international, federal, state and local laws, with ALL rights reserved. No part of this may be copied, or changed in any format, sold, or used in any way other than what is outlined within this under any circumstances without express permission from Positive Approach to Care.

Copyright 2017, All Rights Reserved
Teepa Snow and Positive Approach to Care

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

94

To learn more about the information covered in this educational presentation, join our email list.

Text TEEPA to 22828

Resources are provided free of charge.

Message and data rates may apply to text.

© Teepe Group, Positive Approach, LLC - to be reused only with permission.