



**TALLAHASSEE
MEMORIAL**
HEALTHCARE

Understanding and Managing Challenging Behaviors

Tips for better assisting
individuals living with dementia

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Tell me about it!

What are some difficult behaviors you all have experienced while helping individuals living with dementia?



10 Strategies to Handle Refusal Behaviors

- Rita Jablonski, CRNP, PhD
- Blog with information on non-drug interventions for handling dementia behavior



Alzheimersreadingroom.com

Refusal Behavior

- Individuals will resist or refuse care at times
- Think about what was going on before the refusal behavior- may provide clue to why the person started to resist
- “Fear” response could play a role



<https://twitter.com/DementiaCentric/status/905387232902733826>

The Brain



Frontal lobe

- Word production
- Problem solving
- Planning
- Behavioral control
- Emotion

Common symptoms:

Include changes to behavior, speech, and mood



Parietal lobe

- Sensory information

Common symptoms:

Include problems with perception, judging distances, and three-dimensional spaces



Occipital lobe

- Vision

Common symptoms:

Include problems with reading, recognizing faces, and distinguishing shapes



Temporal lobe

- Word understanding
- Emotion

Common symptoms:

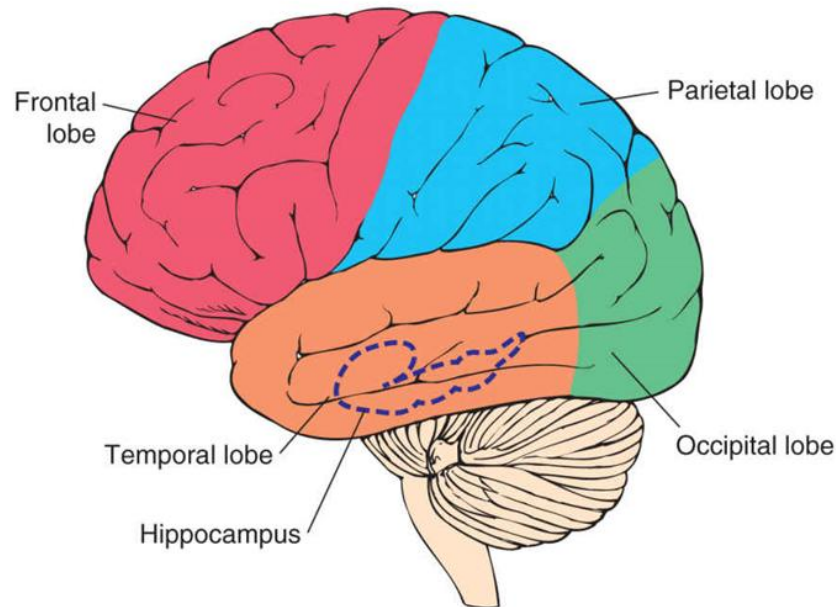
Include unusual emotions and difficulty finding words

-- Hippocampus

- Memory

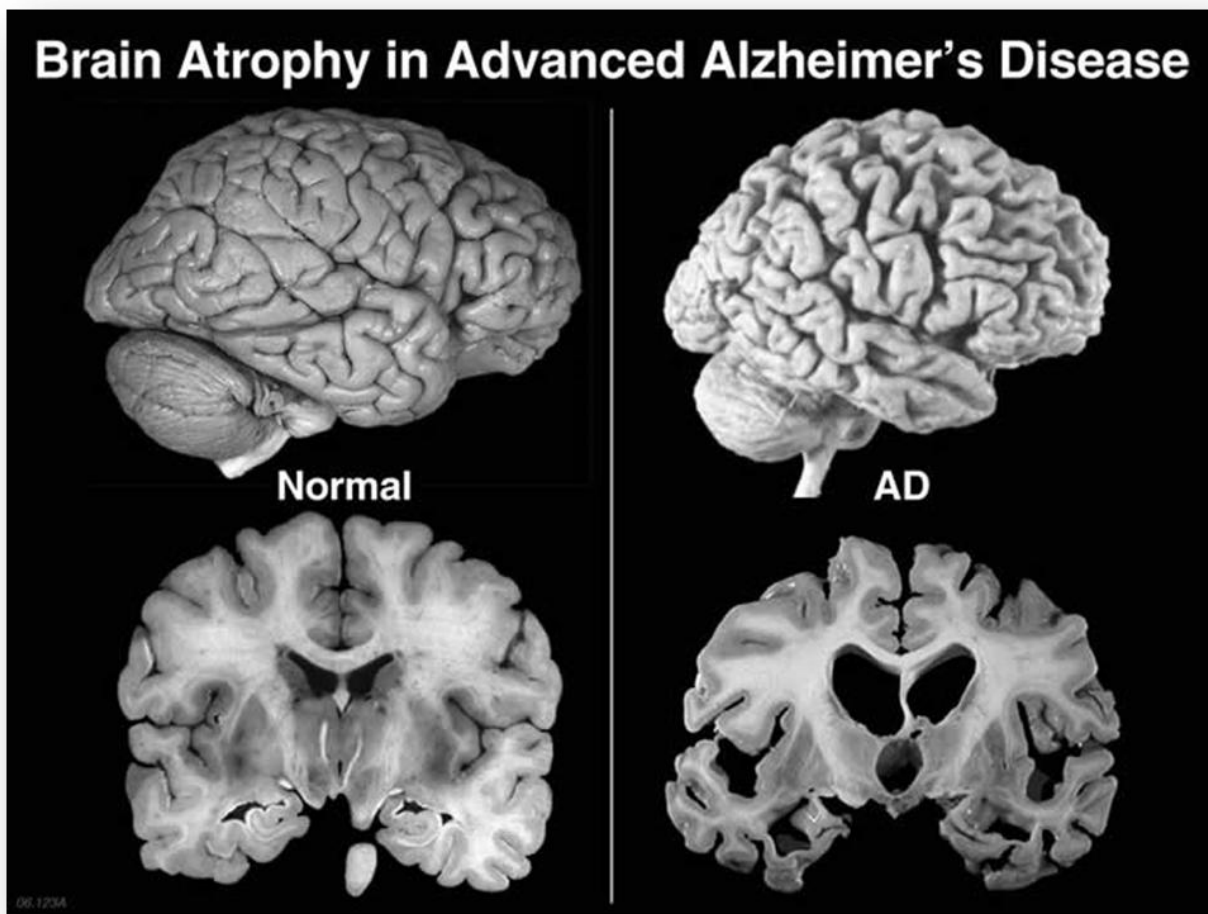
Common symptoms:

Unusually pronounced lapses in memory and loss of memory (usually short-term memory at first)



Source: neupsykey.com

The Brain Changes



Source: firstmemoryclinic.co.uk

1. Enter Their Reality

- Think about past life experiences and how you can fit that into the narrative
 - Usual schedule
 - Career
 - Trauma
 - Family life



2. Distraction

- Take the persons mind off whatever you are doing by doing something they enjoy
 - Singing
 - Talking about something they love
 - Favorite memory



3. Bridging

- Use an object related to the care activity
- Similar to priming
- Object could help the person remember the familiar activity



4. Hand-over-Hand

- Put your hands over the person with dementia to guide in activity
- Put person with dementia's hands over your hands while doing activity



5. Mirror-Mirror

- Have person stand in front of a mirror as they used to do when doing daily routine
- DO NOT use if person is alarmed by “stranger” in the mirror



6. Caregiver Vibes



- Always come into any situation with a good attitude
- Rushing the person can cause anxiety
- Take a deep breath
- Their mood can reflect your mood

7. Ask For Help

- Can you help me?
- Puts the person back in control
- Use short, 1-step requests



8. Apologize with Praise

- If person seems upset, apologize.
- After the apology, praise the client
 - “I am so sorry, I don’t feel like I am doing this right. You are so patient with me.”
- This will help **NOT** escalate the situation



9. Rewards

- Offer a reward when finished with task
- Does not have to be food related- grandkids, fun activity, pets, walk



10. Rescue

- To be used as a last resort
- Refusal continues to escalate and the task is ESSENTIAL
- Someone else step in and tell you to leave
- Person #2 comes in and takes over
- Person #2 MUST be someone the person knows and likes



More Information

- Alzheimer's Association
 - <https://www.alz.org/care/alzheimers-dementia-stages-behaviors.asp>
 - Helpline 1-800-272-3900
- Memory Disorder Clinic
 - 850-431-5002
- National Institute on Aging
 - <https://www.nia.nih.gov/health/managing-personality-and-behavior-changes-alzheimers>



Mission:

To engage communities across the state to be more dementia friendly, promote better care for Floridians affected by dementia, and support research efforts to find a cure.

Vision:

To see all Florida communities engaged in providing better care for those affected by dementia while we work towards a cure.

Goals:

- Increase awareness of dementia and of services and supports for those with dementia, their families, and caregivers.
- Provide assistance to dementia-caring communities.
- Continue advocacy for care and cure programs.

Your Dementia-Caring Community



Participating DCCI Communities



Most Important Slide!

Need help strategizing? Need to talk?

CALL ME!

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