



The Dementia Leadership Course
Development. Knowledge. Practice. Networking.

Art of Communication

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**Art of
Communication**

Goals of Communication

- Meet them in their moment
- Create moments for them to feel successful even if their facts are not always correct
- Form a connection
- Provide opportunities for joy

Have a positive interaction

“People may not remember exactly what you did or what you said but people will never forget how you made them feel”

- Maya Angelou



Don't Forget to Communicate!

- Include them in conversation
- Say what your doing



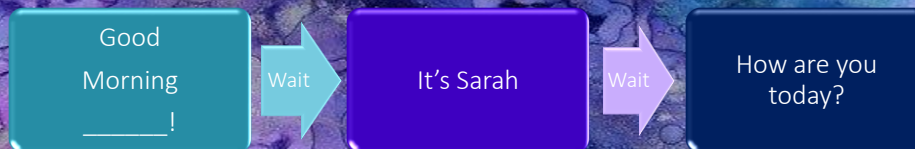
Starting a Conversation

Starting a conversation

- Approach from the front
- Get to their level
- Make eye Contact
- Introduce yourself



Starting a conversation



How People with Dementia Receive Information



It's not what you say,
but how you say it!

Mae West

Body



**Tools for Successful
Communication**

Tools for Successful Communication

Listen



Tools for Successful Communication

- **Speak Calmly**
- **Speak Slowly**
- **Be Patient**
- **Short Sentences**





Tools for Successful Communication

- Try to tell a truth
- Don't say remember!
- "Quizzing" doesn't help

Play a brain game



Tell stories and share pictures

Tools for Successful Communication

- **Use positive words instead of Negative words**
- **Ask them don't tell them**
 - **Give them choices**

Can't you...
for...

Are you alright? What happened?

Could you...
to...

What do you...
think of...

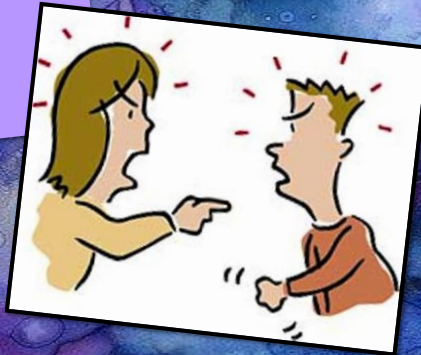
Could you...
...

Let's go here!

Let's try this!
Etc.

Tools for Successful Communication

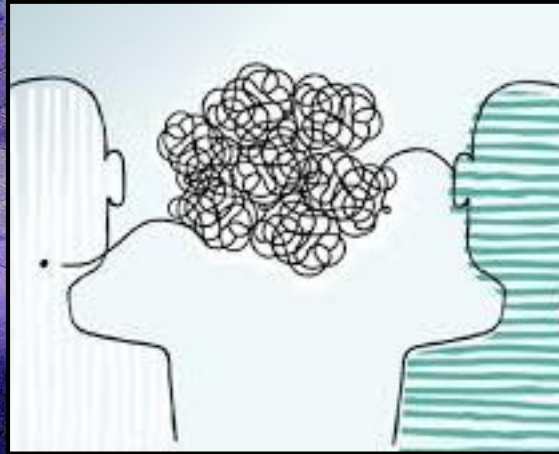
Arguing gets you nowhere!



Behaviors (aka responses)



Out of Character Responses: A form of Communication



Out of Character Responses

The way a person acts in response to a particular situation or stimulus that is not how they would have acted in the past

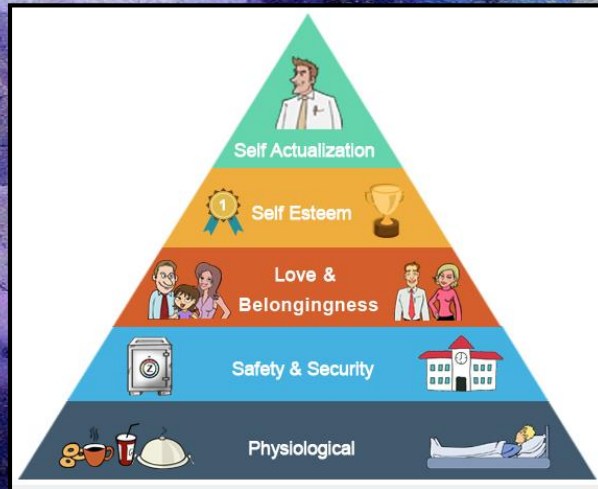
- Calling out
- Hitting
- Swearing
- Saying unkind things
- Sexual Actions
- Refusing care
- Kicking
- Scratching
- Spitting
- Pacing
- Repetitive actions
- Trying to leave the unit/neighborhood
- Rummaging
- Hoarding

Causes of Responses

- Internal Factors
- Our Approach
- Environmental Triggers

Internal Factors

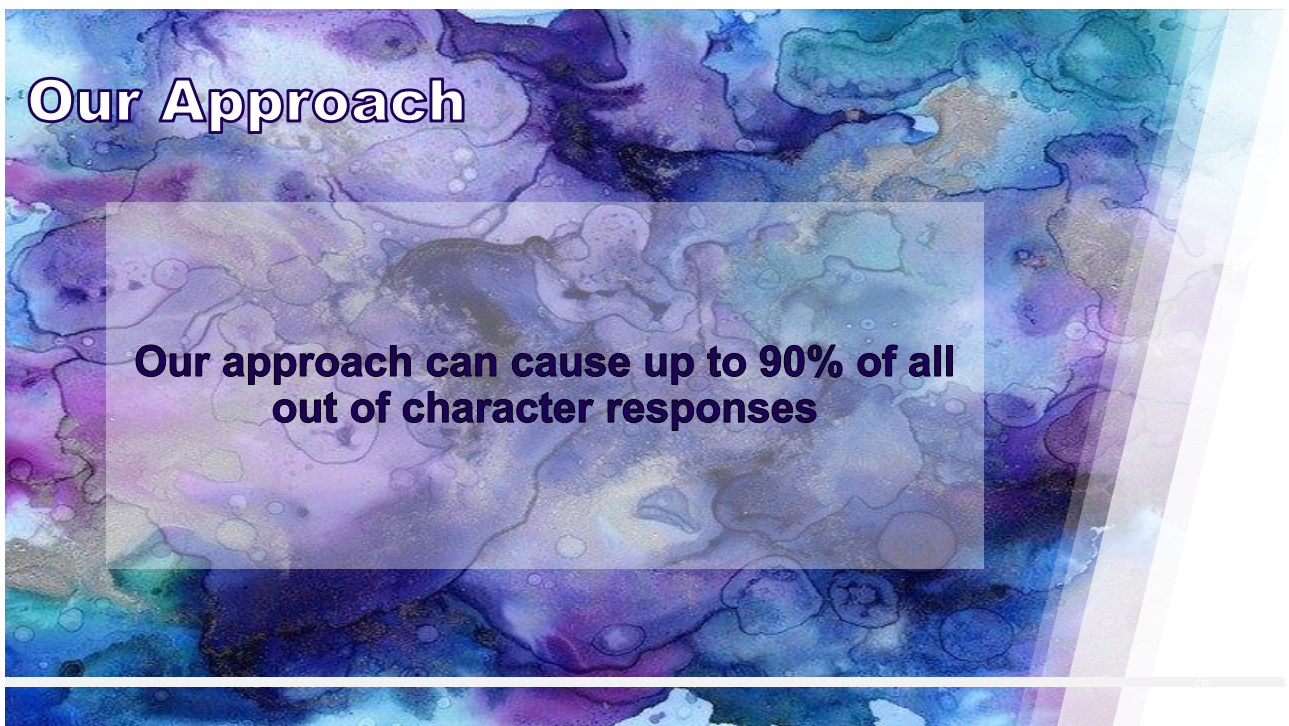
Internal Factors



Internal Factors - Minimizing Responses

GET TO KNOW THE PERSON!

- Creates a sense of trust and companionship
- Helps you develop their routine
 - Develop their routine based on their old routine and preferences
- Learn their pet peeves and things of comfort
- Allows you to engage them in meaningful ways
 - Use their strengths to minimize occurrences



Our Approach - Minimizing Responses

**Communication
is Key!**

It's not what you say,
but how you say it!

Mae West

Our Approach - Minimizing Responses

I'm Sorry



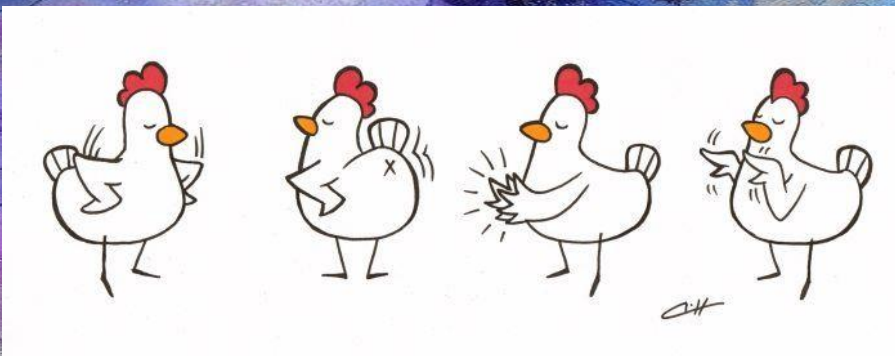
Our Approach - Minimizing Responses

Endorphins!

Hormones in the brain that are designed to relieve stress and enhance pleasure



Time for an Endorphin Boost!





Environmental Factors



Environmental Triggers



Environmental Triggers



Environmental Triggers



Environmental Triggers

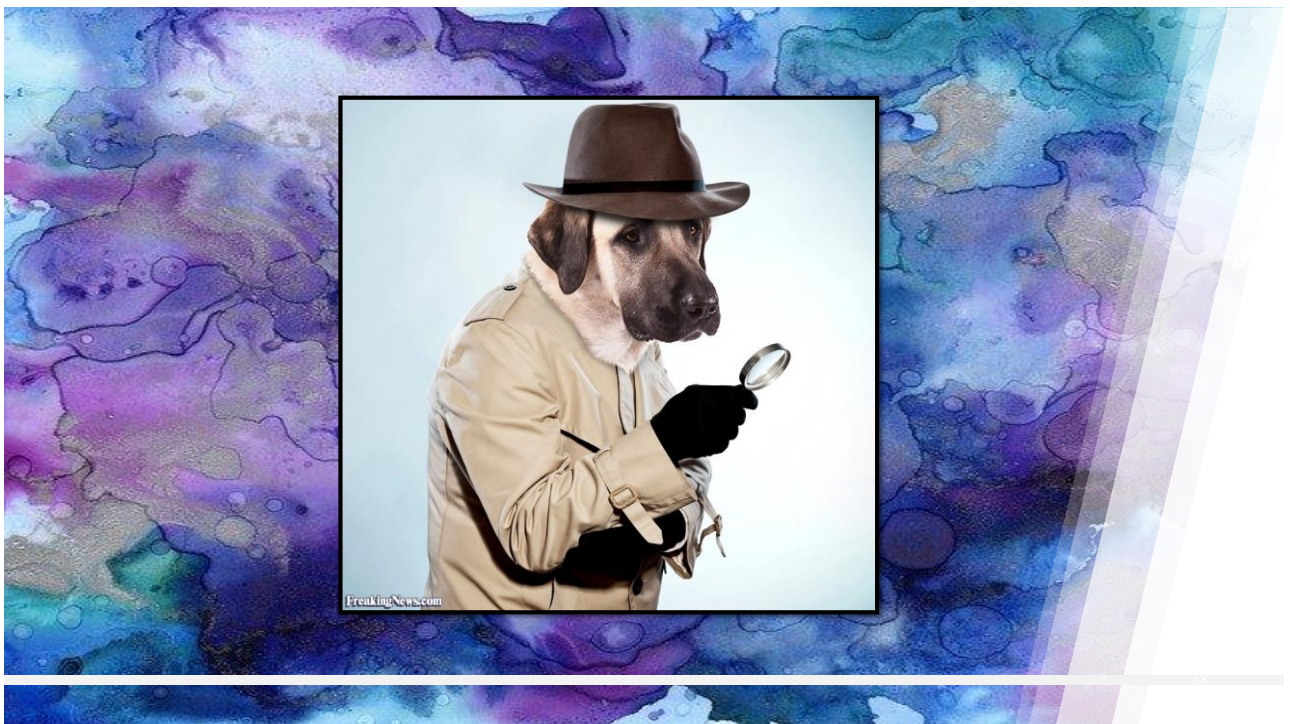


Environmental Triggers



Minimizing Responses Review

- Remove or reduce environmental triggers
 - Sounds, people, temperature, etc.
- Assess for potential internal triggers
 - Pain, hunger, boredom, loneliness, exhaustion, etc.
- Establish personalized routines
 - Modify your routine to fit the routine of the person living with dementia
- Remember that what works in one moment may not work in another moment





the MORE
YOU PRACTICE
THE BETTER
YOU GET

Scenario #1

There is a woman by the name of Gladys. At 4:00pm everyday Gladys walks through the community and pulls toilet paper off the roll. Staff took it upon themselves to hide the toilet paper and put it out of Gladys's reach.

What can we do instead?

Scenario #2

There is a woman by the name of Loraine. Lately Loraine has been refusing to sleep in her room because she thinks someone is in the room with her. Currently staff are letting her sleep in a recliner in the living room. You know that Loraine has a large mirror in her room that she checks her appearance in before leaving her room.

What can we do to help Loraine feel more comfortable sleeping in her room?

Scenario #3

There is a gentleman by the name of Skip. Before his wife passed away, Skip and his wife would take a walk every afternoon. Now every afternoon Skip stands by the door and tries to follow people out the door when they are leaving the unit. When this happens, staff stand next to Skip and block him from leaving the unit but this just makes Skip mad and he swings at staff.

What can we do instead?

Scenario #4

Polly is a very inquisitive resident. Polly walks around the unit going in and out of other residents' rooms and picking up anything that is interesting to her. When not exploring the unit, Polly stands at the main desk and reads all the flyers or posters on the wall.

How can we keep out of other residents' rooms?

Questions?



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Thank you for your participation and leadership with
those living with dementia.

Join the Dementia Leadership Network at
www.DementiaLeaders.net

