

Caregiver Tips

Be patient

- Remain calm
- Don't try to rush the person
- Watch your body language
- Your impatience will cause more agitation

Communication

- Speak slowly and in short sentences
- Say one thought at a time
- Ask yes/no questions to avoid confusion
- Always make eye contact first
- Use several senses to convey meaning (visual, verbal, touch)

Difficult Behaviors

- Always find the root cause: is there pain, need to use the toilet, someone or something else that startled or surprised them?
- Deal with the cause of the behavior, not the behavior itself
- Watch pacing and wandering to keep the person safe
- Accept possible altered perceptions and distract/redirect to another activity
- Avoid correcting, but make sure everyone is safe

Eating

- Remove distraction and provide a quiet area
- Allow extra time to eat
- Dip or mix food with something sweet
- Offer spoonful of food, invite them to taste it
- Remind to chew and swallow
- Pretend you are eating too

Bathing and Toileting

- Respect need for privacy and comfort
- Encourage person to care for himself to the extent possible
- Maintain predictable routine
- Be aware of water temperatures and safety underfoot

Get to know the person

- Know their habits, likes, dislikes, and social background
- Understand what is usual behavior
- Immediately report unusual activity or condition for medical attention.