

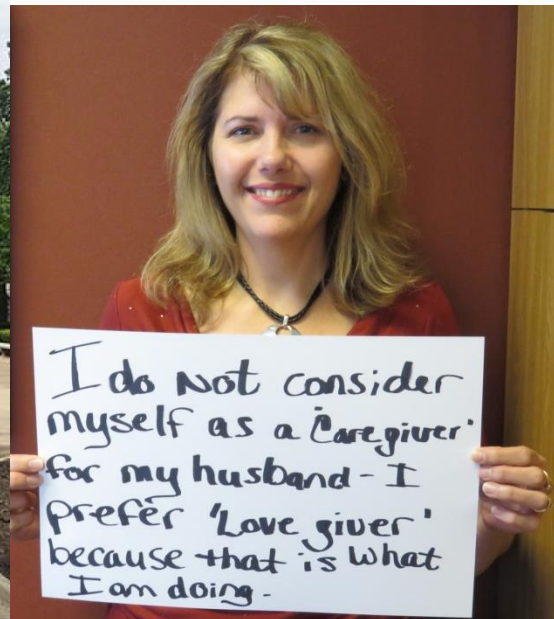


***Supporting Customers with  
Answers & Solutions***

*Dementia Care Specialist*

*Sheri Mealy*

*2019*



# Aging & ADRC Primary Functions

Information & Assistance

Elder & Disability Benefit Specialist

Prevention & Outreach

Programs: Education, Events,  
Grounded Café

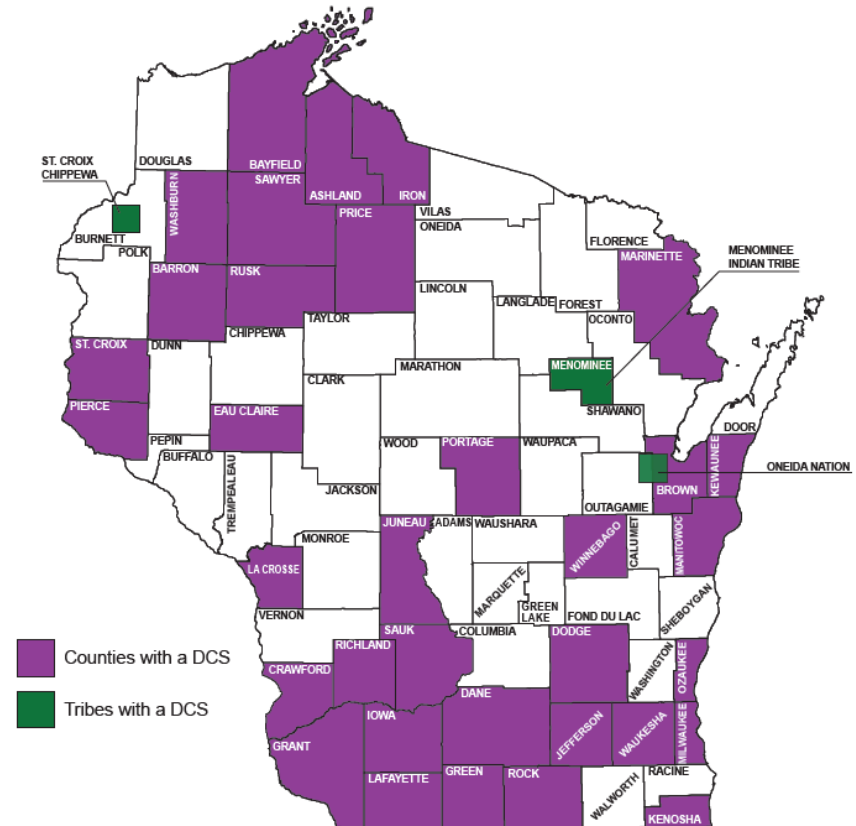
Nutrition Congregate &  
Homebound meals

Dementia Care Specialist

# Dementia Care Specialist

**Aging and Disability Resource Center  
Dementia Care Specialists (DCS)–2018**

- **WI Dept of Health Services -  
Dementia Re-design**
  1. Dementia Capable ADRC
  2. Dementia Friendly  
Communities
  3. Support people with  
Dementia and their  
Caregivers



# Dementia-Capable WISCONSIN





# Brain Check-Up Certificate

*Normal Aging...or Something Else?*

**Early detection is important.**

*Treatment may be possible.*

*Stay in control of your life.*

A **brain check-up** is a wellness tool that helps identify possible changes in memory and cognition.

This tool creates a baseline of where you are right now, plus allows you to monitor future changes.



Redeem for one *free*  
Brain Check-Up.  
Contact ADRC at  
**(920) 448-4300.**

“The doctor said my  
husband has  
dementia...thank  
goodness he doesn’t  
have Alzheimer’s!”

# Dementia Defined

Dementia **IS**...a group of symptoms that affect thinking, memory, reasoning, planning, language, &/or social skills to the point that it affects everyday life.

Memory loss, repeating, and major disruptions in daily life are **NOT** a normal part of aging

# Dementia Review

- There are many types and causes of dementia which fall into two categories:



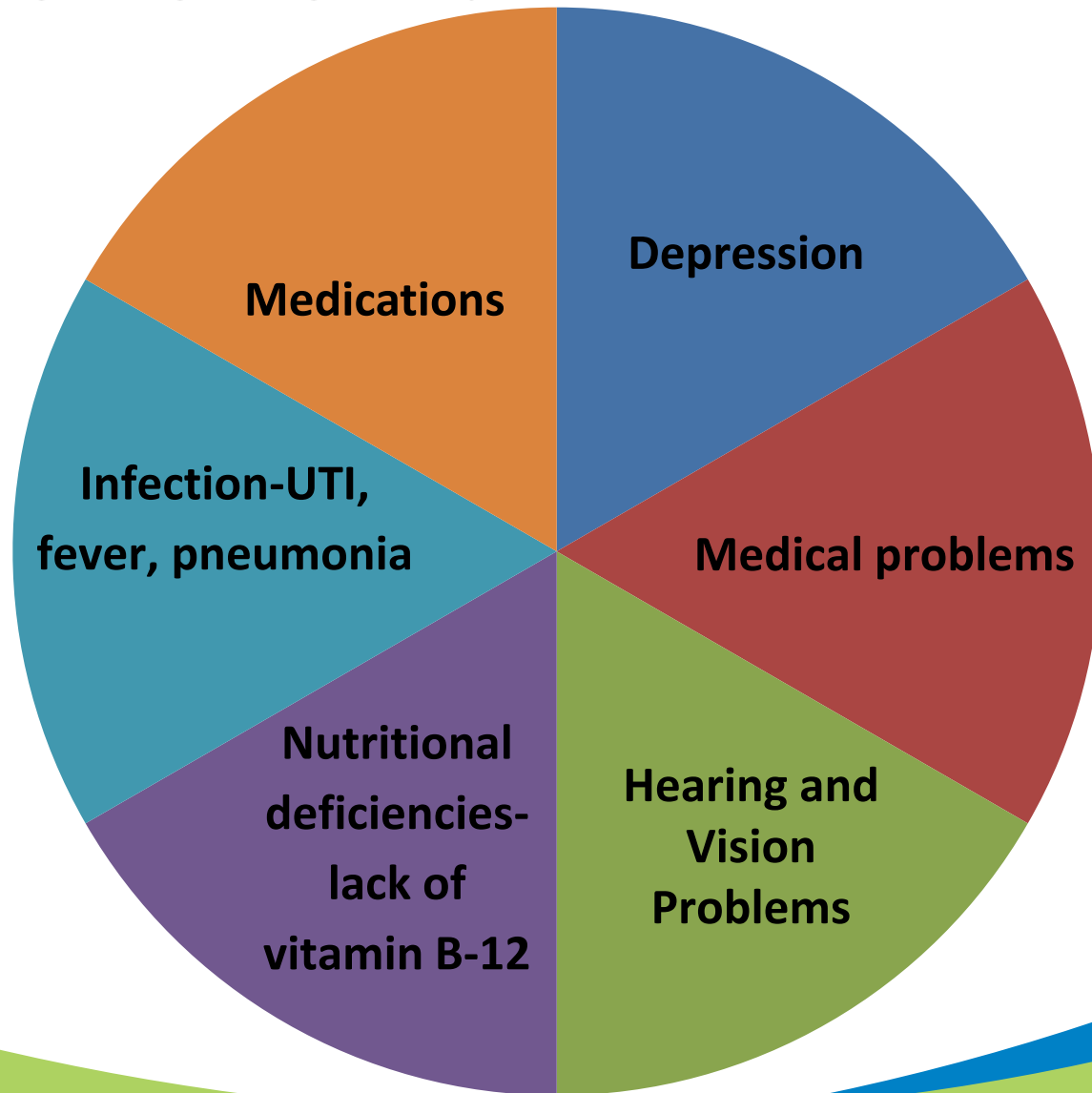
**Reversible**

**Irreversible**



**Confusion in an older person  
is not always due to an  
irreversible dementia.**

# Reversible Dementia



# Irreversible Dementia

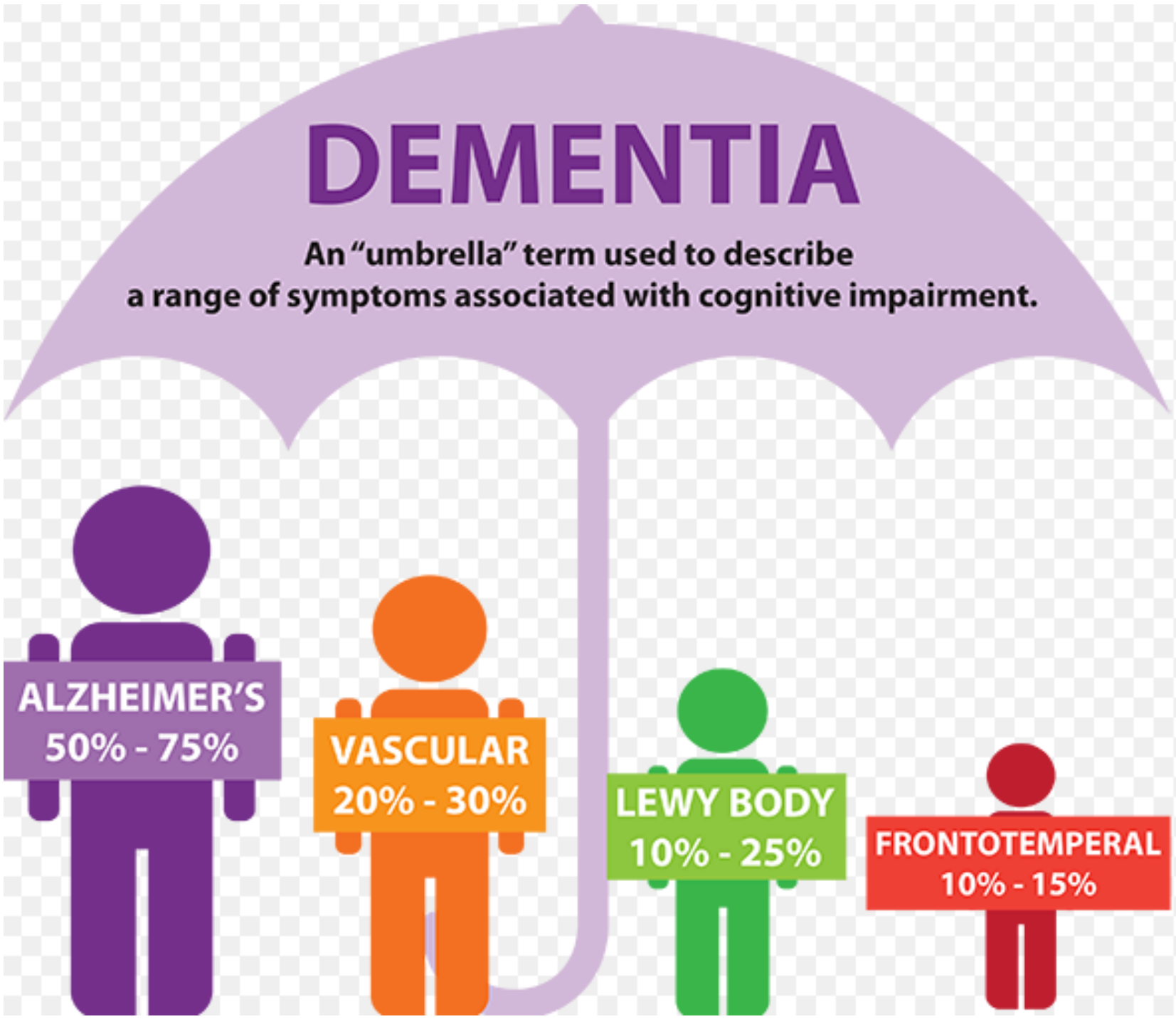
***Alzheimer's Disease, Frontotemporal, Vascular, Dementia with Lewy Bodies, some TBI's., Parkinson's, and more...***



- Caused by physical changes in the brain that lead to brain cell death – brain failure
- Changes interrupt the way information is processed and the way emotions are regulated
- The way dementia affects each person is unique

# DEMENTIA

An “umbrella” term used to describe a range of symptoms associated with cognitive impairment.



The infographic features a large purple umbrella at the top. Below it, four stylized human figures of different colors (purple, orange, green, and red) are standing. Each figure holds a sign that identifies a type of dementia and its prevalence. The figures are arranged from left to right, with the purple figure being the tallest and the red figure being the shortest. The umbrella's handle is a single purple line that curves around the figures.

**ALZHEIMER'S**  
50% - 75%

**VASCULAR**  
20% - 30%

**LEWY BODY**  
10% - 25%

**FRONTOTEMPORAL**  
10% - 15%

# Alzheimer's Disease

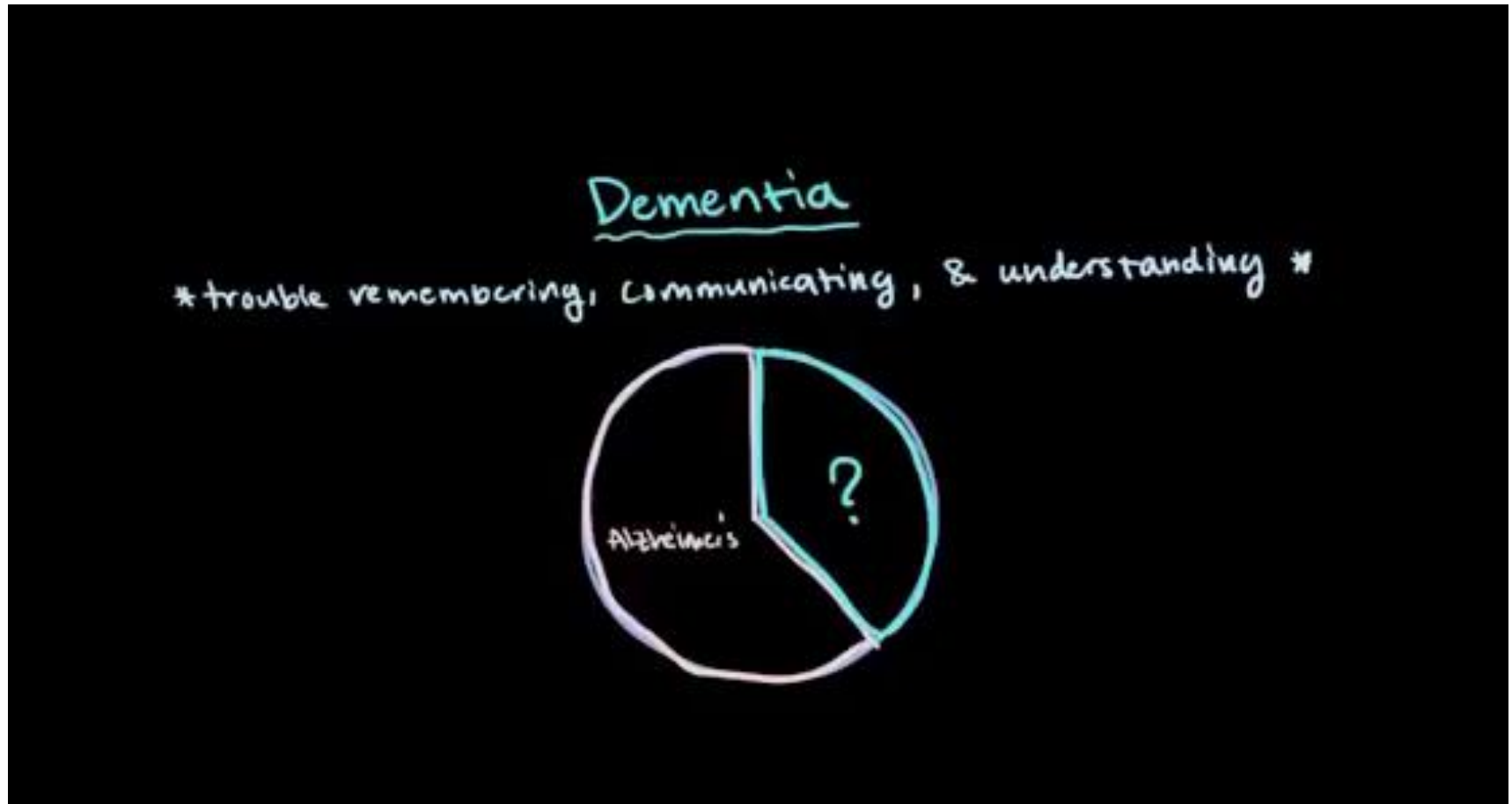
- **Most common form of progressive dementia**
- **Simple explanation:**

*(3 mins)*

<https://www.youtube.com/watch?v=7O6c2NfmE&hl=en%5FUS&fs=1&feature=player%5Fembedded&rel=0>



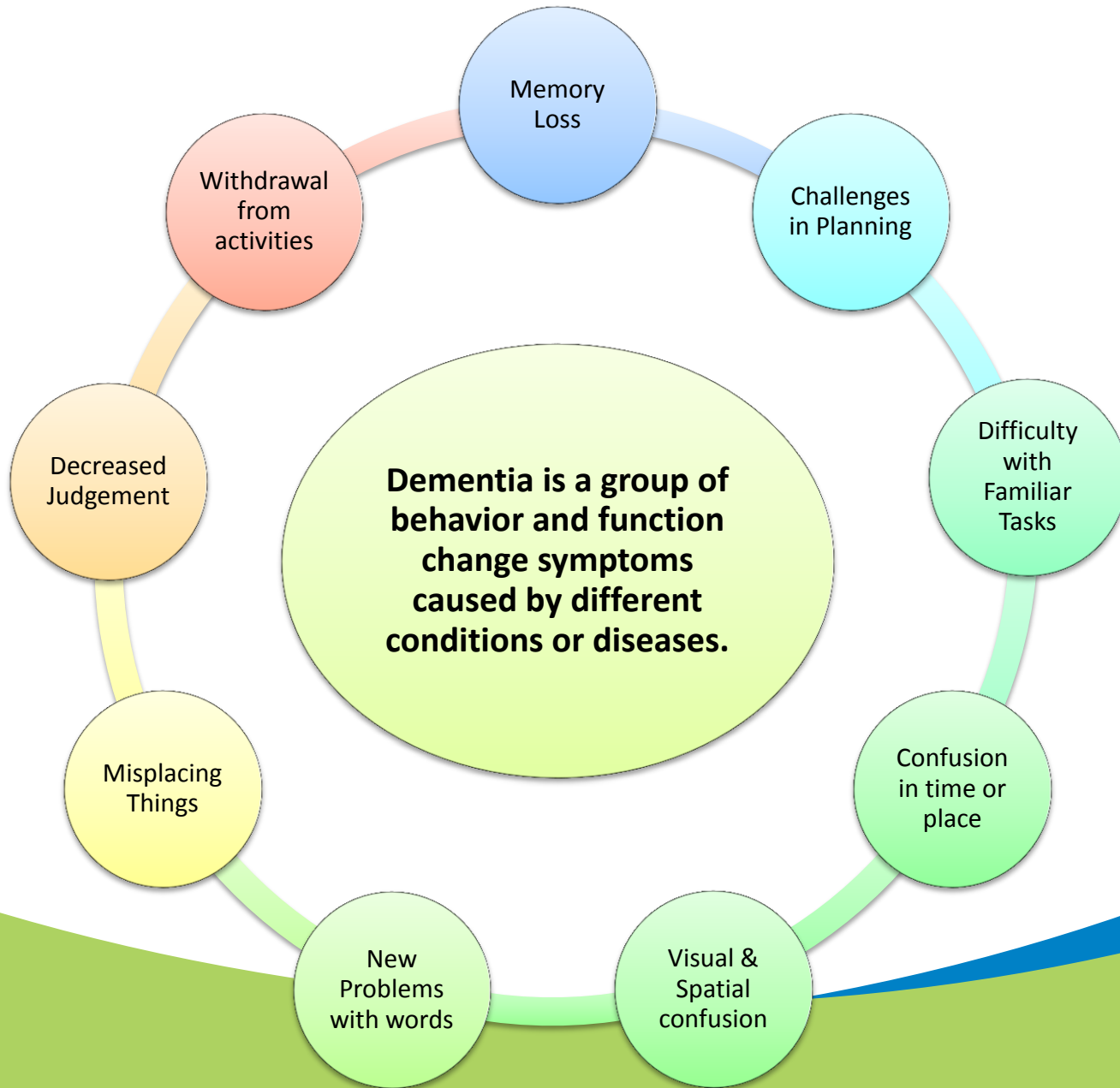
# When Dementia is not Alzheimer's



<https://youtu.be/-DDSEQlZKsE>. (5mins)



# Warning Signs



# How Dementia Impacts the Brain

Amnesia	Initially short term memory, eventually even long term memory.
Agnosia	Can no longer recognize things using your senses. Unable to recognize faces or familiar objects. May not be able to understand what you see or hear.
Aphasia	Loss of ability to speak, understand, read or write. Can lead to withdrawal or misunderstandings.
Apraxia	Loss of the ability to tell your body how to carry out purposeful movement.
Perception	Misinterpreting the information your senses give you.
Anosognosia	Inability to understand that something has changed and is wrong with you. Unable to see the changes in abilities that others see.
Apathy	Loss of initiative.

# imagine

- What might it feel like to have these symptoms
  - Fear, anxiety, disorienting...

***Put yourself in their shoes.  
This creates empathy.***

# How Dementia Progresses

**No Problems** – normal level of functioning (for the person)

**Early Stage** – short term memory loss, repetitive questions, etc.

**Mid-Stage** – impaired ADL ability, behavioral and psychiatric symptoms, sleep changes



**Late-Stage** – fully dependent in ADL's, swallowing problems, incontinence

[www.youtube.com/watch?v=CrZXz10FcVM](http://www.youtube.com/watch?v=CrZXz10FcVM) (6 mins)

# Challenging Behaviors



Psssst.....All Behavior is Communication

# Common Behaviors

Wandering

Repetitive questions

<https://youtu.be/AFKACRqNJFE> Teepa Snow (3mins)

Rummaging, hoarding

Verbal outbursts – yelling, excessive vocalizations, cursing

Physical – hitting, spitting, kicking

Paranoia

Hallucinations

Sleep-wake disorders

Sundowning

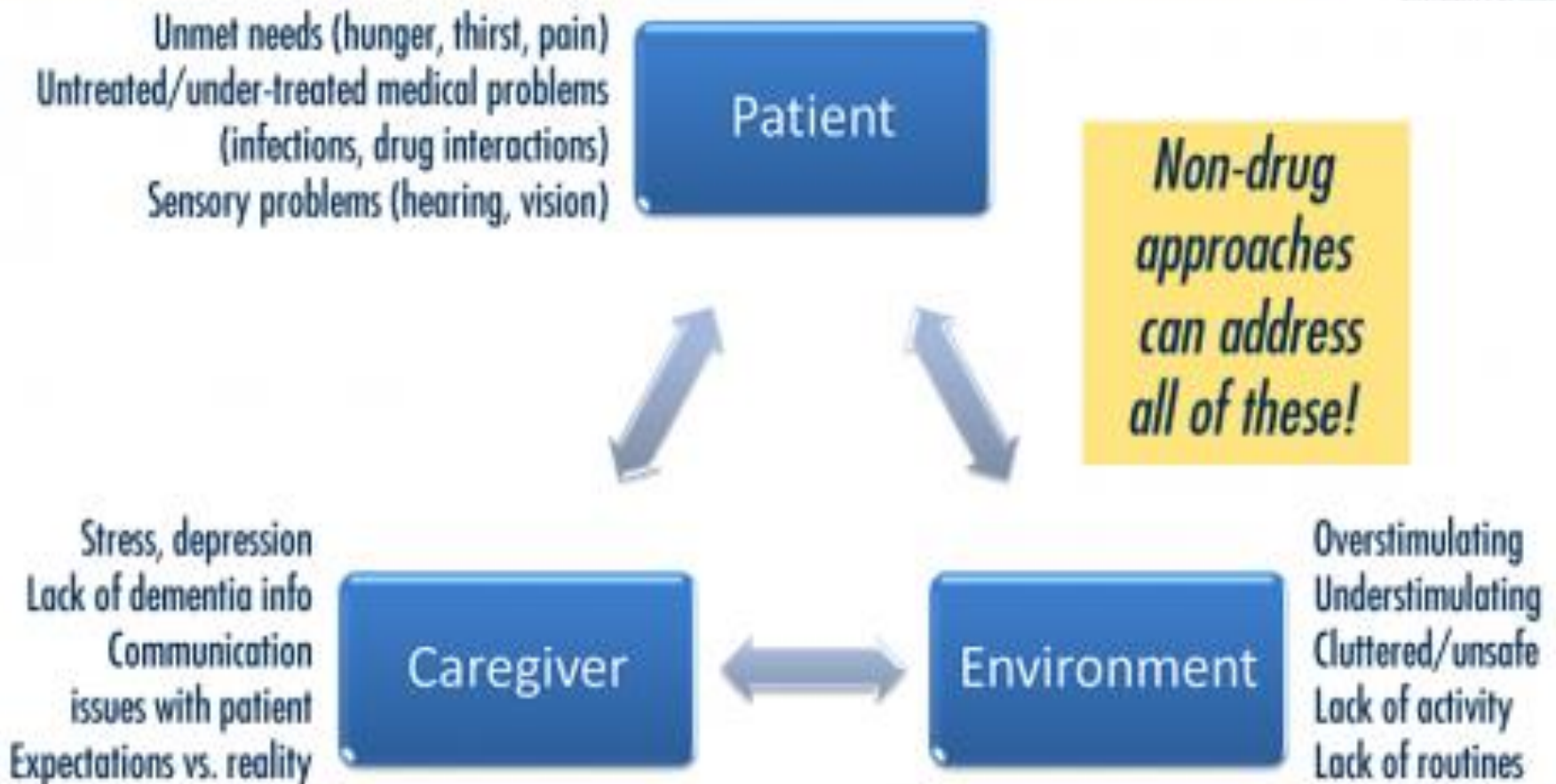
Resistance to personal care

Inappropriate sexual expression



# The DICE Approach™

## What can cause behavior problems in dementia?



# Person with Dementia Factors

- Psychiatric problems, personality issues from earlier in life
- Acute medical problems
- Sensory Changes
- Unmet needs



# Environment Factors

- New or unfamiliar setting, change in routine
- Change in staff
- Noise
- Lighting
- Large number of people
- No orienting cues for way finding.



# Residence Considerations





# Senior Center Considerations



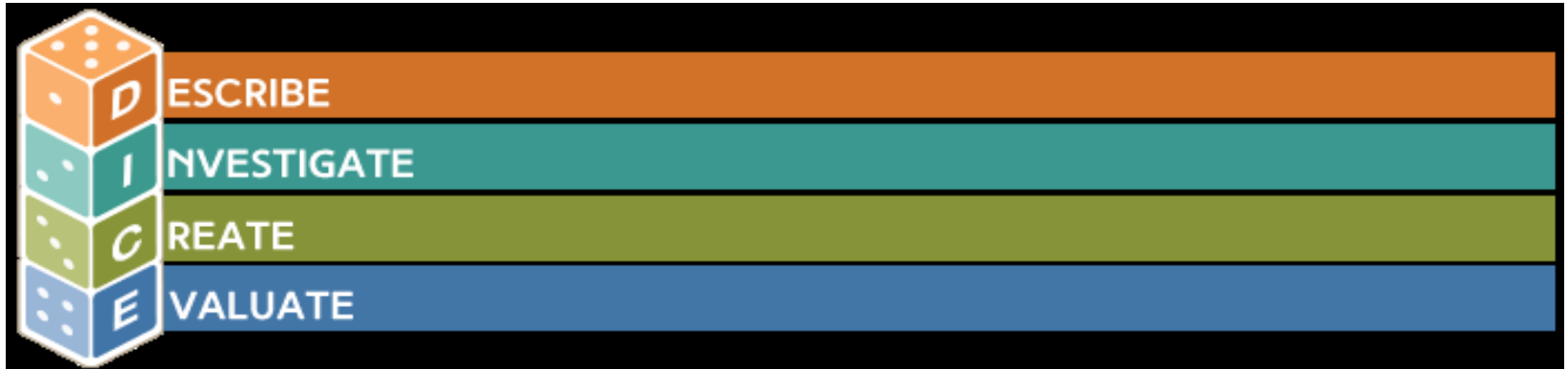
# Caregiver Factors

## Is it something I did?

- Attitude – relaxed or anxious?
  - Body language – tense?
- Tone of voice – cheerful or demanding?
  - Facial expression – smiling?

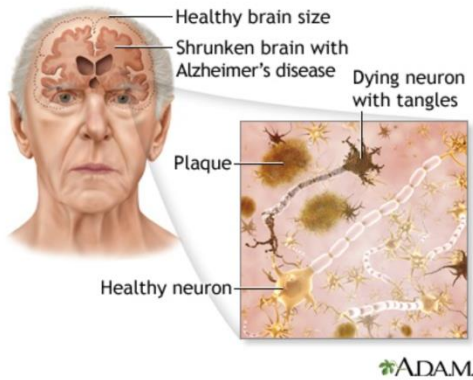


# Take a Step Back



- Describe completely understand the behavior.
- Investigate to determine possible causes.
- Create a plan for intervention.
- Evaluate the success of the plan.

# Psychiatric Medications as a Last Resort



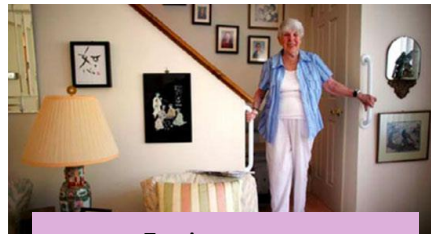
BRAIN DISEASE



Caregiver



BEHAVIOR



Environment



**Let's take  
a break!**



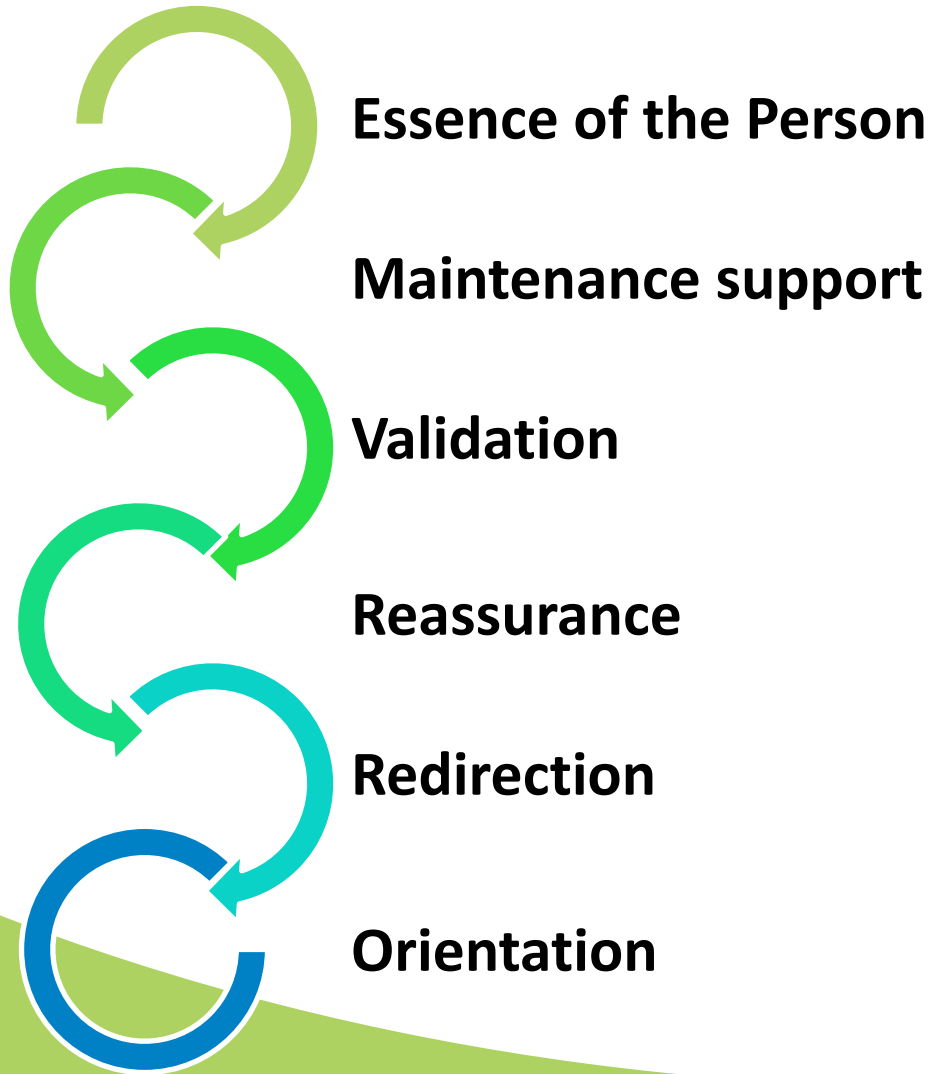
# Communication & Dementia

- Communicating is vital
- Communication is more than verbal.
  - It is also gestures, facial expressions and touch.
- Nonverbal communication becomes more important.

**People with  
dementia are  
very adept at  
reading body  
language**



# Communication Approaches



# Essence of the Person

Everyone has a life story that needs to be honored and respected.





# Validation Approach

- Focuses on **empathy and understanding**.
- Acceptance of the reality and personal truth of a person's experience
- Can **reduce stress, agitation, and need for medication**
- Emotions have more validity than the logic that leads to them.

# Validation-Your turn...

## Example~

John (agitated): Someone stole my book.

You: "I'd be upset too, if that happened to me. I'll help you look for it."



## Your Turn~

**Sally (determined): This is not my home. I want to go home.**

**You: ????**



# Apologize

- Taking responsibility can create ease
- Can stop defensiveness
- Can help move the brain forward



“I’m sorry, I must have moved your wallet  
and forgot to tell you.”

# Reassurance

- Naturally comforting
- Reduces anxiety
- Switches the focus of the brain



“I would like to look into that for you.”

“I am going to see about that.”

“We will fix this.”

# Reassurance-Your turn...

PERSON WITH DEMENTIA	CAREGIVER
1. "I cant find my purse"	?
2. "That's not my car in the garage"	?
3. "There are people breaking into my home."	?
4. "Do you know when my son will be home?"	?
5. "I need to get out of here. This is not my home!"	?

# Redirections

- Distract AND Divert
- Suggest a desired activity
- Provide food, drink, or rest
- Smile, use a reassuring tone
- Have a plan!



# Redirection Example



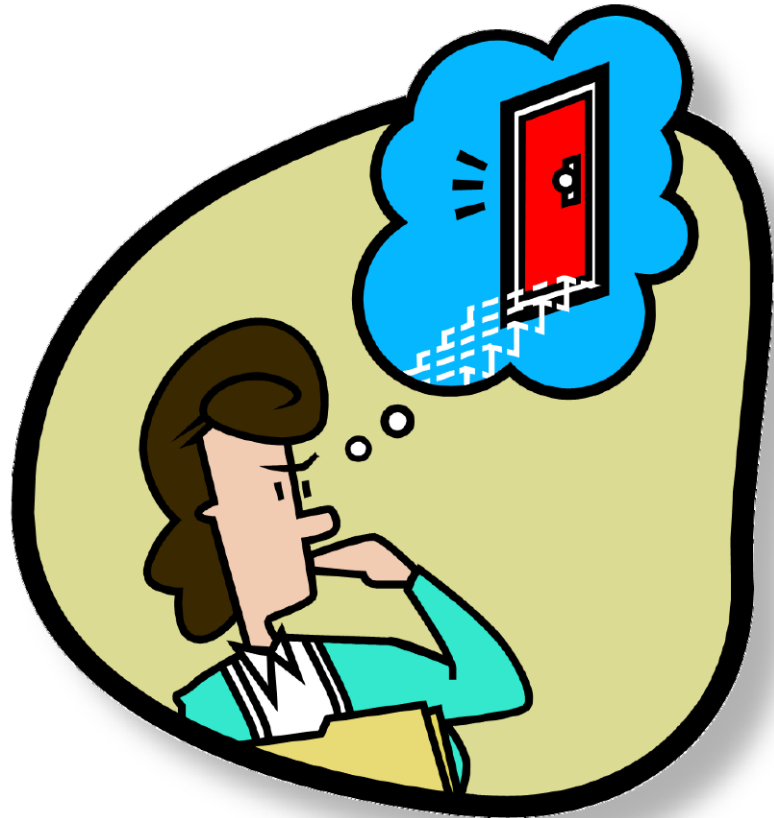
**Susan [agitated]:** I need to get to work. I'm going to miss my bus!

**John:** Okay, Sue, but I just made breakfast. How about you eat with me first and then I'll drive you to the bus stop. You'll make the bus **and** get a good meal that way.

# Redirection-Your Turn...

**Helen (agitated):** I want to go home. My mom is waiting for me!

**You: ???**





# To Reorient or Not Reorient

**Example:**

*“What time is my mother coming?”* (You know Ken’s mother died 20 years ago.)

**Which response is better:**

- a. *“Your mother passed away, Ken. Your sister will pick you up at 4:00.”*
- b. *“She’ll be here in a little while. Let’s get a dish of ice cream while we wait.”*

# Orientation Tips

**Whose reality is it?**

*Wouldn't you be upset if someone told you your  
parent was dead  
if you were sure they were alive?*

# Putting it All Together

Validate

Apologize (if appropriate)

Reassure

Redirect

Do not Reorient

# TIPS to TAKE WITH YOU

## EMOTION

---

- Respond to the *emotion* being communicated

## REALITY

---

- Respect their *reality*, that is all they know

## WE CAN

---

- They can't change but *we can*

# General Caregiver Tips

- Do not try to reason or argue.
- Stay calm.
- Make sure you have their attention.
- Short sentences with yes/no answers.
- Loud voice can be interpreted as angry.
- Allow time.
- Respond to emotion.
- Distract and redirect.
- Step away and try again in a few minutes.

# Maintenance Support

- Support of remaining abilities.
- Proactive approach
- Can **reduce or eliminate difficult behaviors**
- Can be done in **all settings by all caregivers**

<https://youtu.be/93ixNssks1c> (Teepa Snow, Brushing Teeth 2 mins)

# “Right-Sizing” Activities

- Early Stage- "doing the laundry"
- Early Middle stage- unloading the washed clothes into the dryer and then starting the dryer
- Late Middle Stage- folding the towels.
- Late Stage- being in the room with you as you fold the clothes.



# Failure Free Activities

- ❖ Adapt previously enjoyed activities
- ❖ Set up the environment for success



# Sensory Stimulation

- Sense of humor remains intact in many people with dementia.
- Activities-
  - scented oils for hand massage, mobiles, textured cloth in a rummage box, favorite music
- Easy, repetitive action and simple steps, such as sweeping, dusting or watering plants.
- Do activities in short bursts.

# Be Flexible

**What works today may not work tomorrow!**



# Strategies

1.

**Difficult behaviors cannot be changed with increased expectations.**

- **Technique:** Change your:
  - approach to the person
  - reaction to the behavior
  - the environment



# Strategies

2.

**Don't say  
"No" and  
NEVER  
ARGUE!**

- Reasoning is no longer possible
- Arguing will encourage frustration, fear, and anger.
- The goal is not to be correct!
- Feelings are more important than facts.

# Strategies

3.

**It's their  
reality and  
you must  
enter it.**

- Validation
- Builds empathy and creates a sense of trust and security that reduces anxiety.
- Enter their reality and reminisce with them.
- Match their emotions.

# Strategies

**4.**

**Reduce fear by  
acknowledging  
underlying  
emotions.**

- Loss of ability to express and cope with fears.
- Inability to “self- soothe” overwhelming.
- Reassure and respond to their emotion.



# Emotional Contagion

Can you think of a situation in your life where you “caught” someone else’s emotion?



**People will mirror your emotion.**

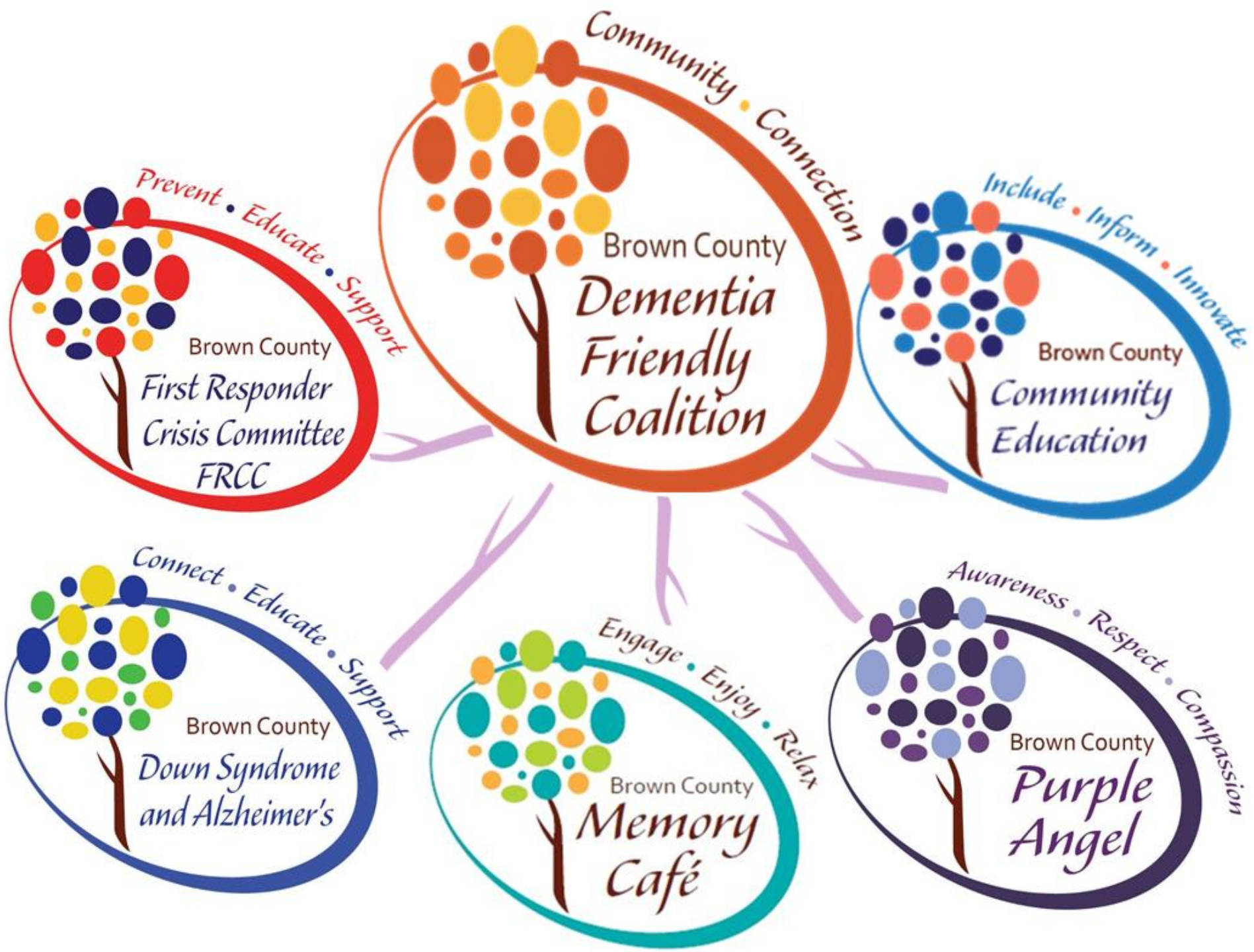
*A calm and relaxed caregiver = a calm, relaxed carereceiver.*

# Summary

With consideration of the

- Person with Dementia
- Environment
- Caregiver approach and needs

Caregivers CAN make a difference for their loved one experiencing behavioral symptoms related to their dementia



# What businesses or organizations can you think of that would benefit from having a Purple Angel Training?



Small Changes Make a Difference Video (3 mins)

<https://www.youtube.com/watch?v=Fz8ACEu7Lho>



# SPARK & BARKHAUSEN SENSORY WOODS



## SPARK!

CULTURAL PROGRAMMING  
for PEOPLE WITH MEMORY LOSS



SPARK! programs at the Neville Public Museum occur the **third Tuesday of each month at 10:00 a.m.** and are FREE for families to attend together in a comfortable environment. Space is limited, so please pre-register for the programs you plan to attend.



NEVILLE  
PUBLIC  
MUSEUM  
of Brown County

[NevillePublicMuseum.org](http://NevillePublicMuseum.org)

210 Museum Place • (920)448-4460

# BARKHAUSEN SENSORY WOODS

Barkhausen Waterfowl  
Preserve  
2024 Lakeview Dr  
Suamico WI



# CP -Pool Activity

## **MEMORY WAVES - Pool 1 - \$91**    **NEW CLASS**

This class offers an opportunity for those with early stage memory loss along with their caregivers to exercise in a quiet environment. Class includes basic exercise components of range of motion, strength, coordination and balance. Class is structured to encourage focus and engagement.

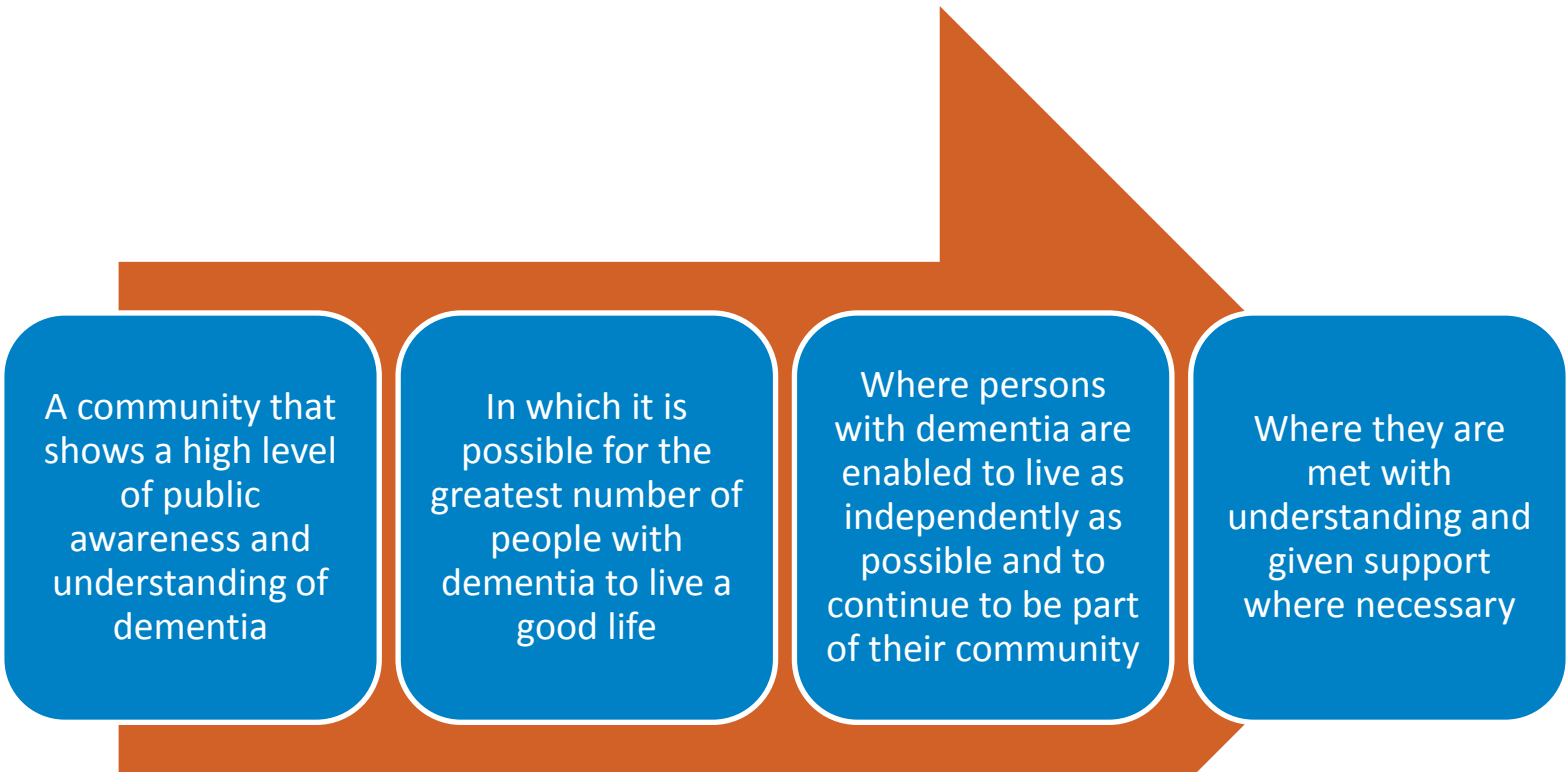
**Wednesday**    1:00 - 1:45 p.m.



## **Welcome to the Aquatic Center!**

The Aquatic Center is equipped with two warm water pools averaging 91-92 degrees and a 102 degree whirlpool. The facility is equipped with handrails, ramps and a lift for easy pool access.

# What is a Dementia Friendly Community?



A community that shows a high level of public awareness and understanding of dementia

In which it is possible for the greatest number of people with dementia to live a good life

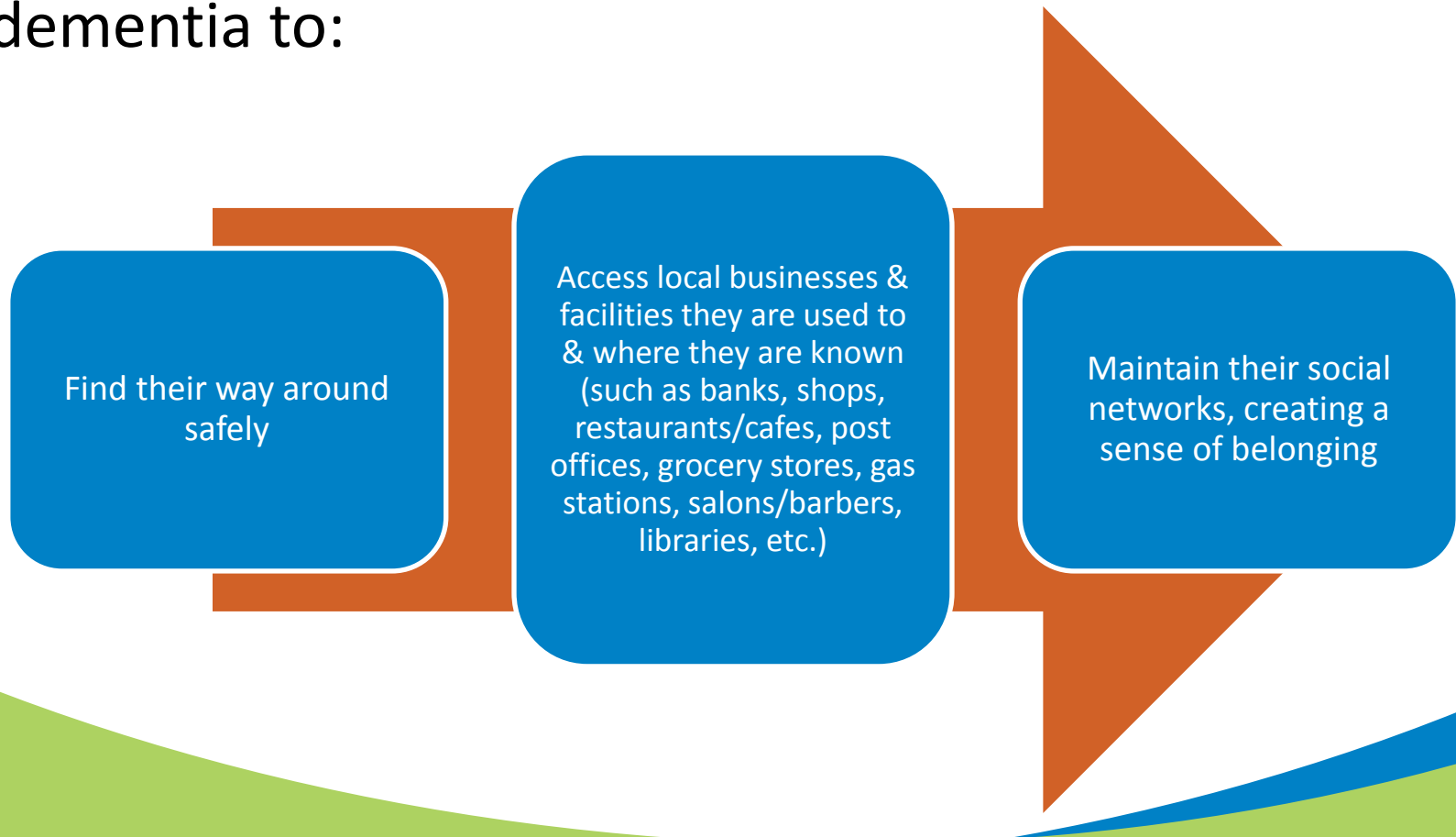
Where persons with dementia are enabled to live as independently as possible and to continue to be part of their community

Where they are met with understanding and given support where necessary



# Building a Dementia Friendly Community

A dementia friendly community enables those with dementia to:



# Stay Connected

- Call  
**920-448-4293**
- Click  
[www.adrcofbrowncounty.org](http://www.adrcofbrowncounty.org)
- Stop In  
**300 S. Adams St., Green Bay**  
*Need an appointment after hours? Just ask!*  
Home visits available
- Get Social  
 **adrcofbrowncountywi**

