

Tanya Sutton, MS, CSW, CDP
tansas@seniorhelpers.com
608-729-5365

Using CARE in our Communication: Techniques in building our Connection

LEARNING OBJECTIVES

- DEFINE COMMUNICATION AND HOW WE USE IT IN OUR INTERACTIONS
- USING **CARE** IN OUR INTERACTIONS
- USE AND PRACTICE COMMUNICATION TECHNIQUES
- RECOGNIZE THE VALUE OF THE INTERACTION WITH EMPATHY TO HELP SOMEONE WITH DEMENTIA
- A LITTLE ABOUT ME (AND DEMENTIA)

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LET'S START WITH THIS- SAY WITH EXCITEMENT

I'M ALIVE

I'M AWAKE

I FEEL GREAT!

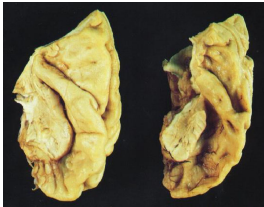
- HOW COULD THIS CHANGE HOW YOU COMMUNICATE WITH OTHERS? WITH THOSE LIVING WITH DEMENTIA?

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COMMUNICATION

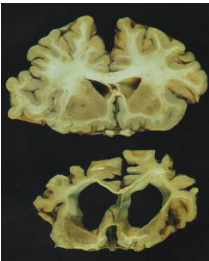


CHANGES IN LANGUAGE SKILLS



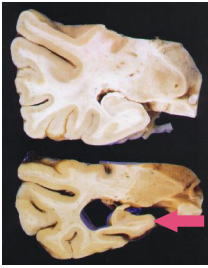
- VOCABULARY
- COMPREHENSION
- SPEECH PRODUCTION

LANGUAGE RELATED ABILITIES IN THE BRAIN



- RIGHT LOBE- SOCIAL CHIT CHAT, FORBIDDEN WORDS, BACK AND FORTH (ARGUING, TAKING TURNS), RHYTHM IN SPEECH (TONE, VOLUME, INTENSITY), MUSIC, POETRY, PRAYER, COUNTING, AUTOMATIC MOTION (DANCING, ROCKING, CLAPPING)
- LEFT LOBE- VOCABULARY, COMPREHENSION, SPEECH PRODUCTION (FORMAL SPEECH AND LANGUAGE)

BIG CHANGES IN HIPPOCAMPUS



- WHERE WE LEARN AND REMEMBER
- HOW WE FIND OUR WAY
- HOW WE RECOGNIZE THE PASSAGE OF TIME

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BODY LANGUAGE/NON-VERBAL COMMUNICATION



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BODY LANGUAGE/NON-VERBAL COMMUNICATION



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BODY LANGUAGE/NON-VERBAL COMMUNICATION



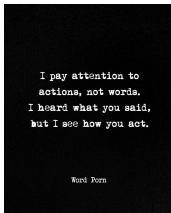
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BODY LANGUAGE/NON-VERBAL COMMUNICATION



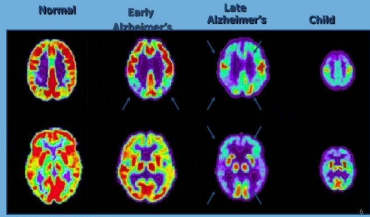
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SO TRUE



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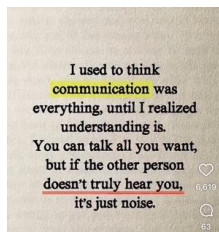
Positron Emission Tomography (PET) Alzheimer's Disease vs. Normal Brains



G. Small, UCLA School of Medicine.

CARE

- **COMPASSION-** CRITICAL TO DEMENTIA CARE
- **ACTION-** OURS AFFECTS THEIRS
- **RESPECT-** EVERYONE IS UNIQUE
- **EMPATHY-** UNDERSTAND AND SHARING THE FEELINGS



POSITIVE PHYSICAL APPROACH



•VS



THREE ZONES OF SPACE

- PUBLIC- 6 FEET OR GREATER
- PERSONAL- 3-6 FEET
- INTIMATE (PERSONAL)- WITHIN ARMS REACH AND INCLUDING TOUCHING THE PERSON

APPROACH IS IMPORTANT

- IF NOT DONE CORRECTLY, CAN CAUSE NEGATIVE AMYGDALA RESPONSE
- FIGHT, FLIGHT OR FRIGHT

POSITIVE PHYSICAL APPROACH STEPS

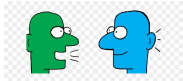


gg57673035 GoGraph.com

1. PAUSE AT THE EDGE OF PUBLIC SPACE
 2. GESTURE AND GREET BY NAME
 3. OFFER YOUR HAND AND MAKE EYE CONTACT
 4. APPROACH SLOWLY IN VISUAL RANGE
 5. SHAKE HANDS AND HAND UNDER HAND (IF TOLERATES)
 6. MOVE TO THE SIDE (SUPPORTIVE STANCE)
 7. GET TO EYE LEVEL AND RESPECT SPACE
 8. MAKE THE CONNECTION AND WAIT FOR ACKNOWLEDGEMENT
- AGAIN, KNOW DOMINANT SIDE IF POSSIBLE

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VISUAL VERBAL TOUCH CUES



- DO LESS TALKING AND MORE SHOWING
 - SHOW THE PERSON WHAT YOU WANT THEM TO DO (DEMONSTRATE, GESTURE)
 - TELL THE PERSON WHAT YOU WANT THEM TO DO IN LESS WORDS
 - ONLY THEN DO YOU TOUCH
- LET'S PRACTICE:
• IT'S TIME TO BRUSH YOUR TEETH.

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PROVIDE OPTIONS

SMALL CHANGES MAKE A BIG DIFFERENCE



- USE FEWER PRONOUNS
- HE, SHE, THEY, IT, THAT OR THIS REQUIRE BRAIN TO REMEMBER WHO OR WHAT YOU ARE REFERRING TO
- THESE REFERENCES GET LOST QUICKLY
- REPEAT THE SUBJECT OR OBJECT MORE OFTEN, EVEN IF IT SOUNDS REPETITIVE TO YOU
- CLEAR, CONCRETE LANGUAGE HELPS THEM STAY ENGAGED, FEEL INCLUDED AND FOLLOW WITH LESS STRESS
- VALIDATE

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COMMUNICATION AND UNMET NEEDS

• UNMET PSYCHO-SOCIAL NEEDS

- COMFORT
- COMPASSION
- OCCUPATIONAL
- ATTACHMENT
- IDENTITY
- INCLUSION

UNMET PHYSICAL NEEDS

- HUNGER AND THIRST
- TIRED AND/OR OVERSTIMULATED
- BOWEL OR URINARY DISTRESS
- DISCOMFORT/PAIN

UNMET EMOTIONAL NEEDS

- ANGER
- SADNESS
- LONELINESS
- FEAR
- BOREDOM

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IT IS NOT AN EXACT SCIENCE

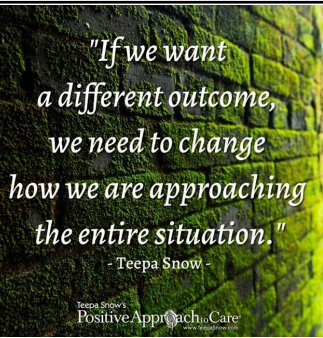


- APPROACH IS IMPORTANT
- VERBAL AND NON-VERBAL CUES ARE IMPORTANT
- IF WHAT YOU ARE DOING IS NOT WORKING:
 - STOP
 - BACK OFF
 - THINK IT THROUGH- UNMET NEEDS, ENVIRONMENT
 - RE-APPROACH
 - TRY SOMETHING DIFFERENT
- "SO WHAT" PHILOSOPHY
- IF THERE IS AN INCIDENT/SITUATION, DEBRIEF
- BE AWARE OF YOURSELF, GET ADVICE

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HOW YOU LOOK AT DEMENTIA DOES MATTER!

1. It is not all about loss- we need to recognize the person and their strengths
2. It is not unpredictable if we have some knowledge
3. Behaviors do not "come out of nowhere." Often it is something, we might just not know it
4. Dementia affects more than just the person- it impacts everyone they know
5. Communication is key





QUESTIONS?



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