

Challenging Behaviors

When Dealing with Challenging Behavior:

DON'T:

- take personal offense.
- raise your voice.
- become confrontational.
- crowd the person.
- approach the person from behind.
- approach the person rapidly.
- attempt physical contact.
- tease or ridicule the person.
- show fear, alarm or anxiety.
- use physical restraint.

DO:

- **REMAIN CALM.**
- **RESPECT** the person's personal space.
- **LISTEN** to the person's complaints.
- **AFFIRM** the feelings behind the behavior.
- **PROVIDE** alternatives or distractions.
- **SEEK** help or remove yourself from the situation.
- **ASK** others to either withdraw or refrain from interfering.
- **DISCUSS** successful strategies with other staff members.
- **IDENTIFY** the who, when, why and what of challenging behaviors.
- **SPEAK** slowly while reassuring the person, make eye contact and place your body at his/her level.

How to Contact the Alzheimer's Association – Heart of America Chapter 1.800.272.3900 • alz.org/kansascity

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The Heart of America Chapter provides programs and services in 66 counties in Kansas and Missouri. These programs and services are made possible thanks to generous donations from individuals, corporations, and foundations. Contributions and donations allow the Chapter to provide supportive services, including care consultations, free of charge to individuals and families.