

Care Practices for Individuals Living with Dementia: *An Evidence-Based How-to Guide*

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Why an Evidence-Based How-to Guide?

Alzheimer's disease is a type of dementia, a condition that causes loss of memory and other mental abilities severe enough to interfere with daily life. Less common types of dementia include vascular dementia, dementia with Lewy bodies, frontotemporal dementia, and others.

Over time, almost all persons with dementia display behaviors that express a mismatch between what is happening in the social or physical environment and their ability to respond as they had in the past. For example, a person being bathed with water that is too hot may not be able to express discomfort in words, but may instead strike out. Or, if surrounded by too much or too little stimulation, a person may wander in response. Some people call these *behavioral expressions*, which result from changes in the brain that affect the way the person interprets or reacts to the social and physical environment.

It's important to keep in mind that behaviors are a form of communication, rather than "symptoms." In this manual, the term *behavioral expressions* is shorthand for communication of discomfort or distress, such as displayed through agitation, apathy, anxiety, irritability, and depression.

**Because behavioral expressions are a reaction to the social and physical environment, they may be avoided or lessened by changing the environment.
That's where this Evidence-Based How-to Guide comes in.**

There is scientific evidence that some therapeutic practices may avoid or lessen behavioral expressions by changing the social and physical environment. Four such practices — which can be implemented in assisted living residences, nursing homes, and in the community — are included in this guide:

- Aromatherapy
- Natural light
- Familiar music
- Robotic pets

This guide explains these four practices and provides information about how to implement them, based on scientific evidence and clinical experience.

Each practice engages the senses and can be personalized. They can be used separately, or one after the other, or in combination, but it may be best to start with one practice at a time. Most can be used with more than one person at a time. The "right" way to use the practices is trial and error, finding what works best for a given person with dementia on a given day.

And, because every behavior has a reason, the next two pages provide information about behaviors and an assessment and care/service plan to address them.

Understanding Behavioral Expressions

Because all behavior has a cause, it's important to figure out the cause of the behavior to respond to it appropriately. Here are some questions to consider:

- Is there a change in medical condition or acute illness that needs to be treated?
- Have there been medication changes that are causing side effects?
- Is the person with dementia hungry, thirsty, or in pain?
- Does a hearing aid need new batteries, or do eyeglasses need to be adjusted?
- Is there a psychiatric illness, like depression, that needs to be evaluated?

It's important to look beyond the behavior to discover the underlying cause. Success responding to discomfort, distress, and other behavioral expressions depends on understanding what's causing them.

The **A-B-C** approach is helpful to reduce discomfort, distress, and other behavioral expressions

- **A** = the antecedent, meaning the event that triggered the behavior — such as care being provided in a hurried manner. Caregivers may be able to change the antecedent.
- **B** = the behavior itself — such as the person with dementia pushing the caregiver away.
- **C** = the consequences to the behavior — such as a caregiver deciding not to provide care at all. Caregivers may be able to change a behavior if they have a better understanding of its cause.

Caregivers can prevent behavioral expressions by changing the antecedent to the behavior, and they can treat behaviors with intentional consequences.

Aromatherapy, natural light, preferred and familiar music, and robotic pets can be used for prevention or treatment.



Change the antecedent/trigger

- ✓ Which antecedents/triggers in the environment can be eliminated or changed?
- ✓ Might aromatherapy, light, music, or pets be introduced, or can other components in the social or physical environment be changed?

Set realistic behavioral goals for the person with dementia

- ✓ Is the goal to eliminate the behavior, or to decrease its frequency?
- ✓ Is it necessary for caregivers to adjust their expectations?

Change consequences/reactions

- ✓ What can be done differently after the person with dementia expresses discomfort, distress, or some other behavior?

Assessment and Care/Service Plan

This simple assessment and care/service plan may be helpful to consider what is causing discomfort or distress for the person with dementia, and how to help relieve it. It uses the **SBAR** method to understand the person with dementia's behavior and to plan for care.

S: Situation - Specifically, what is the person with dementia doing? When? How often? For how long?

B: Background - What happened before the behavioral expression? What are the person with dementia's needs and preferences?

A: Assessment - What is causing the behavior, based on the antecedent and person with dementia's needs and preferences?

R: Recommendation - Specifically, what can be done to alleviate the discomfort or distress?

- ✓ After the SBAR is completed, the recommendation for care should be implemented, and the **results** documented.
- ✓ If the behavior continues, the SBAR process should be repeated.
- ✓ Documentation is important; it can inform others, and suggest practices for the future.

EXAMPLE:

Situation	Before breakfast, Ms. Winkler usually walks around the day room in circles, waving her arms and talking loudly about lots of things, like the weather and her clothes. It usually lasts at least 30 minutes.
Background	The behavior starts after Ms. Winkler's daily care is provided, after her care aide leaves the room. Ms. Winkler is generally an active and social person, and likes being with others. She's been assessed for pain, and doesn't have any.
Assessment	Because she likes being with others, and is usually left alone right before the behavior occurs, Ms. Winkler may be looking for something to do, or someone to talk with. There doesn't seem to be a physical cause of her behavior.
Recommendation	There are not many caregivers available in the morning when daily care is being provided, but Ms. Winkler may benefit from interaction. She may enjoy listening to familiar music, which she can listen to while she's walking. The care aide can give her the headphones as the last component of her daily care.
Results	The care aide put the headphones on Ms. Winkler every day the past week. She had to turn on the music herself, because Ms. Winkler didn't understand how to turn it on and off. Ms. Winkler remained in her room listening to the music until the care aide returned to bring her to the dining room. The music seems to have stopped the behavior.



AROMATHERAPY



THE EVIDENCE:

Aromas have been used to treat a variety of medical conditions as well as behavioral expressions such as agitation, restlessness, and anxiety. Aromas can be applied through diffusers, lotions, or oil applied to cotton or a patch attached to clothing.

- Lavender oil has been most extensively studied as a means of decreasing behavioral expressions.
- Lemon balm also reduces behavioral expressions.
- Administration close to the nose causes a greater reduction of behavioral expressions.

BRIEF DESCRIPTION:

A diffuser disperses oil so that its scent fills a room. It helps the aroma come into contact with the nose more effectively than some other techniques, such as lotion massaged onto the hands; therefore, it may be more effective at reducing agitation or anxiety.

- Diffusers require less time to use than other methods of administration.
- Lavender oil can be placed in a diffuser at the bedside to promote sleep.
- Other scents that a person likes may be used as well, but have not been as widely studied.

	Use in Common Spaces	Use in Individual Rooms
Purpose	To prevent agitation, anxiety, and sundowning (late day confusion).	To reduce agitation or promote sleep.
Rationale	Daily aromatherapy using a diffuser to administer lavender oil can help prevent behavioral expressions.	Persons with dementia experiencing sundowning symptoms such as restlessness may have difficulty settling down at bedtime; the calming properties of lavender oil may promote sleep and reduce agitation.
Duration	Application for two hours in the afternoon may reduce sundowning.	Application for one hour at bedtime may promote sleep.
Caregiver Roles	Fill and turn on diffusers in common living areas. Clean diffusers as needed.	Identify individuals experiencing early behavioral expressions, or identify times during the day when symptoms are common. Bring a filled diffuser into the room and turn it on.
How to Use	<ul style="list-style-type: none"> • Use diffusers daily in common living spaces occupied by persons with dementia. • Fill the diffuser with 200 ml of water and 6 drops of lavender oil. • Turn on the diffuser and set it to turn off automatically after two hours. • Keep in mind that some people may not like the scent. 	<ul style="list-style-type: none"> • Identify persons with dementia who experience restlessness or agitation in the afternoon or evening. • Fill a diffuser with 200 ml of water and 6 drops of lavender oil. • Place the diffuser in the room, out of the individual's reach.; if this is hard to achieve, it may be best to not use it. • Turn on the diffuser and set it to turn off automatically after one hour.

SAFETY & OTHER CONSIDERATIONS:

- Place diffusers out of the reach of persons with dementia, such as on a shelf that is at least 7 feet or higher to make sure the cord is not a hazard and the person doesn't try to touch or move the diffuser. Also, make sure that there is no furniture under the diffuser that could assist individuals in climbing to investigate or remove the diffuser.
- Diffusers can be taped shut to avoid spills.
- Watch persons with dementia for signs of allergy or irritation, including sneezing, coughing, wheezing, a runny nose, or a skin rash. Reduce the concentration of the oil or stop aromatherapy altogether if you suspect there is an allergy.
- If the scent seems too strong, consider diluting the oil. For example, use 3 drops of oil per 200ml of water in the diffuser.
- Although people with dementia may lose their sense of smell, the scents can still be absorbed by the nose. However, the psychological effects of expecting scents to have certain effects, like lavender to be calming, may be decreased in people with dementia.
- Lavender oil can interact with sedatives such as barbiturates and anti-depressants. Monitor persons with dementia who are taking these medications for unusual drowsiness.



MATERIALS & EQUIPMENT:

Sample Lavender Oil Products:

- Plant Therapy Lavender Essential Oil; Naturally Made Essentials Lavender Essential Oil; Art Naturals Lavender Essential Oil
- Look for products with 100% purity

Sample Diffusers:

- SmileyDaisy Hibiscus Diffuser; doTERRA Petal Diffuser; InnoGear 500mL Aromatherapy Essential Oil Diffuser

Before purchasing a diffuser consider these points:

- Manufacturer recommendations regarding the size of the room in which the diffuser works best
- Whether the diffuser has automatic turn-off times of one and two hours
- (If the diffuser has a light), the ability to turn off the light

Other Materials:

- Alcohol wipes
- White vinegar

CLEANING DIFFUSERS:

- Residue from the oil may settle at the bottom of the diffuser. Once a week, clean the inside and outside of the diffuser with alcohol wipes. Once a month, more thoroughly clean the diffuser by running it with a vinegar solution. See the appendix for more detailed instruction.



NATURAL LIGHT (OUTDOOR)

THE EVIDENCE:

Light therapy can regulate the body's circadian (day-night) rhythm, promoting alertness during the day and sleepiness at night. Disturbances in this rhythm are common in persons with dementia and can lead to behavioral expressions such as evening or night-time restlessness and pacing, and daytime sleepiness. Light therapy improves sleep and reduces behavioral expressions.

Light therapy has been studied using light boxes, exposure to sunlight, and increased light intensity within rooms. The timing of light exposure is not well understood, but most evidence supports bright light either for several hours in the morning or throughout the morning and afternoon.

BRIEF DESCRIPTION:

Most artificial indoor light is not bright enough to stimulate circadian rhythms, and many persons with dementia do not regularly spend the 20 minutes or more outside needed to stimulate their body's light response. This lack of exposure can lead to sleep problems, confusion, agitation, or aggression.

Bright sunlight, even when filtered through a cloudy sky, can stimulate the body's day-night cycle. Light therapy at different times of day can cause different effects, such as improving sleep or reducing sundowning. Effects vary, but everyone should be exposed to daylight, ideally by spending time outdoors.

	In the Morning	In the Afternoon
Purpose	To reduce daytime napping and improve sleep at night.	To prevent sundowning behaviors such as agitation, aggressiveness, and anxiety.
Rationale	Bright sunlight stimulates the day-night rhythm, which causes the body to make fewer hormones that cause daytime sleep.	Bright light decreases shadows and low lighting that can cause sundowning behaviors in the afternoon.
Duration	Research shows 1-2 hours of natural light with a brightness of 1,500-3,000 lux -- or, as little as 20 minutes outdoors (depending on cloudiness) -- to be effective between 9:00 am-12:00 pm. (See next page for information about lux.)	
Caregiver Roles	Bring persons with dementia outdoors and provide supervision. To understand how bright the light is, keep track of light levels with light meter.	
How to Use	<ul style="list-style-type: none">Determine if weather permits going outside; dress appropriately.If outdoors, bring persons with dementia into the sunlight; provide supervision.Because caregiver time is required to monitor persons with dementia outdoors, consider bringing group activities outside, such as games, exercise, or music.	<ul style="list-style-type: none">Identify persons with dementia who may experience sundowning symptoms.If weather permits, bring persons with dementia outdoors and in the sunlight; provide supervision.Because caregiver time is required to monitor persons with dementia outdoors, consider bringing group activities outside, such as games, exercise, or music.

TYPICAL LIGHT LEVELS:

[Lux and foot-candles are measures of brightness]

Indoor, artificial light	100 to 500 lux [9 to 45 foot-candles]
Indoor, natural light (3 feet from window)	108 to 3,900 lux [10 to 360 foot-candles]
Outdoors, overcast	1,000 to 2,500 lux [90 to 225 foot-candles]
Outdoors, shaded area on clear bright day	5,000 to 10,000 lux [450 to 900 foot-candles]
Outdoors, full daylight	10,000 to 25,000 lux [900 to 2,250 foot-candles]

HOW TO USE A LIGHT METER:

- Research shows bright light of 1,500-3,000 lux to be effective at preventing behavioral expressions.
- Portable light meters are inexpensive and easy to use.
- Place the light meter at the eye-level of the person with dementia, and in the direction that the person is facing.



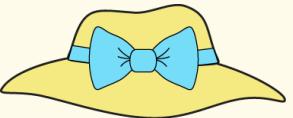
WEATHER PREPARATION:

Hot weather:

- Remove extra jackets or sweaters; use hats and sunglasses.
- Use sunscreen on face and other exposed skin.

Cold weather:

- Use extra jackets or sweaters to make sure the person with dementia stays warm, and also mittens, gloves and socks.
- Use sunscreen on face and other exposed skin.
- Put a hat or sunglasses on the person with dementia to protect their eyes.



SAFETY & OTHER CONSIDERATIONS:

- Avoid too much heat. Do not remain in direct sunlight if the temperature is above 80 degrees. Watch for sweating and check the forehead for overheating.
- Keep the person from getting too cold. Have them wear a sweater or jacket if the temperature is below 70 degrees. If the temperature is below 50, have them bundle up; watch carefully for shivering, and touch the skin of the face and hands to be sure the person is not cold.
- Check in advance to be sure persons with dementia do not have any condition that may make sun exposure risky. Examples include certain medical conditions (such as porphyria cutanea tarda) and medications (such as doxycycline), which can lead to skin blistering on sun exposure.
- Watch for persons with dementia who might wander while outdoors.

FAMILIAR MUSIC



THE EVIDENCE:

Music is used in various ways as entertainment, such as playing instruments, singing, or simply listening. It has been shown to stimulate memory, increase pleasure, and decrease agitation, aggression, anxiety, and depression in persons with dementia.

Use of familiar music delivered through a headset (headphones) has also been effective treating or preventing agitation.

- Use of calming music at times when agitation is common, such as in the late afternoon, may reduce behavioral expressions.
- Familiar songs may also prevent agitation and reduce anxiety and depression, as well as increase social engagement.

BRIEF DESCRIPTION:

Music therapy using a headset provides benefit to a person with dementia without disrupting others.

To prevent anxiety or agitation, select familiar music, and/or pre-load personalized music favorites onto the headset, and provide it to the person with dementia when early signs of distress are noted.

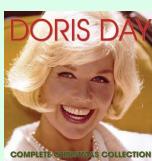
Familiar music may prevent agitation by promoting positive feelings from the past associated with the songs.

Person with dementia or families of persons with dementia can develop personalized playlists.

	For Treating Agitation	For Preventing Agitation
Purpose	To reduce agitation in persons with dementia.	To prevent agitation in individuals with dementia.
Rationale	Calming music may help individuals relax and distract them from environmental factors causing agitation; it's most effective when agitation is not extreme.	Familiar music may prevent agitation by promoting positive feelings and memories from the past associated with specific songs.
Duration	Research has shown 15-30 minutes listening to calming music to be effective at reducing agitation.	Research has shown 30 minutes listening to familiar music to be effective at preventing agitation.
Caregiver Roles	Learn what type of calming music that persons with dementia prefer. As necessary, obtain and load music onto the headset. Identify individuals experiencing agitation; provide the headset.	Learn what type of familiar music that persons with dementia prefer. As necessary, obtain and load the music onto the headset. Identify persons with dementia who are unoccupied or may be bored and may benefit from music therapy to prevent agitation; provide the headset.
How to Use	<ul style="list-style-type: none">• Select calming music, load it onto a memory card, and insert the card into a headset.• Provide the headset to a person with dementia experiencing agitation.• Assist persons with dementia to adjust the headset volume.	<ul style="list-style-type: none">• Select music familiar to the persons with dementia, load it onto a memory card, and insert the card into a headset.• Provide the headset to the person with dementia to provide entertainment and prevent agitation.• Assist persons with dementia to adjust the headset volume.

HOW TO BEGIN:

- Identify persons with dementia who you believe, based on history or caregiver knowledge, enjoy music.
- Purchase headsets; if they're to be shared, purchase one for every 10 persons with dementia. Designate half of the headsets for calming music and half for familiar music. If possible, purchase (or ask families to purchase) an individual headset for persons with dementia who especially enjoy music.
- Designate one or more caregivers to develop playlists and load the music onto the headsets.
- Download *Spotify* or *iTunes* onto a computer and if Spotify, register for a Premium Account for personalized music.
- Develop a playlist of calming music and download (save) the songs on a memory card; popular calming music includes classical tunes, gospel hymns, jazz, and ballads. See the appendix for suggestions.
- Develop a playlist of familiar music and download (save) the songs on a memory card. See the appendix for suggestions.
- To identify specific songs that a persons with dementia will surely like, ask the persons with dementia and family:
 - Who are favorite musicians or bands?
 - What are favorite songs?
 - What type of music is liked most? Rock? Country? Gospel? Jazz? R&B?
 - What concerts were attended? Who was playing?
- Export playlists to separate memory cards; you can create as many playlists as you have memory cards.
- Insert a memory card into the headset.
- Keep headsets in a common living area to allow easy access for persons with dementia and caregivers.



MATERIALS & EQUIPMENT:

Sample Headphones:

- *Alive Inside* Headset; Pyle Sound 7 Bluetooth Headphones; Zealot HiFi Bass Stereo Bluetooth Headset

Other Materials:

- MicroSD (memory) cards
- USB cord and phone charger
- *Spotify* or *iTunes* Account
- Alcohol wipes

SAFETY & OTHER CONSIDERATIONS:

- Many older persons suffer from hearing loss; be sure the volume is loud enough, but not too loud.
- Some songs may trigger unpleasant memories, so monitor persons with dementia for moods or behaviors that may indicate distress.
- Clean the headset between each individual's use with an alcohol wipe. See the appendix for more detailed instructions.
- Avoid use of headsets by individuals who show signs of respiratory, gastrointestinal, or skin infection.



ROBOTIC PETS

THE EVIDENCE:

The benefits of pet therapy can be achieved with robotic pets, which don't scratch, bite, or require daily care as do live pets. Studies of a robotic seal have shown that it can prevent behavioral expressions, including agitation, apathy, and anxiety, and also increase social interaction.

Other types of robotic pets, such as cats or dogs, may be more familiar to persons with dementia. A few studies have evaluated robotic cats with similar positive results.

BRIEF DESCRIPTION:

Robotic pets, such as the *Joy For All* cat pictured here, can be purchased for use by one person or by a group of people. Cats may be preferable to dogs because they are more commonly held; also, cats less commonly live in a nursing home or assisted living community.

Robotic pets can be placed in a common area for persons with dementia to hold at any time, or caregivers can bring the pet to persons with dementia who are at risk for behaviors such as agitation, restlessness, or fidgeting. If a person with dementia especially enjoys spending time with the pet, it may be beneficial for them to have their own, to keep with them throughout the day.

Purpose	Robotic pet therapy can reduce agitation, wandering, anxiety, and depression, and also increase engagement and positive stimulation, in individuals with dementia.
Rationale	Robotic pets provide entertainment and engagement due to interactive features — such as a cat meowing and purring, and moving its body. Persons with dementia who are restless or fidgety may engage themselves by brushing the cat's fur.
Duration	Research has shown 15-30 minute sessions with a robotic pet can be effective.
Caregiver Roles	Provide pets to persons with dementia and help engage them as necessary. Turn the pet on during the day and off at night. Maintain the pet's cleanliness.
How to Use	Provide the pet to one or more persons with dementia. Clinical experience suggests a maximum of four persons with dementia can engage with the pet at one time. If persons with dementia don't automatically engage, caregivers can show them how to engage, encouraging different persons with dementia to engage with different tasks at the same time. For a cat <ul style="list-style-type: none">• Pet the back of the cat's head to make it purr• Pet the cat for an extended time and it will roll on its back• Brush the cat's fur• Place the cat in an individual's lap for cuddling Engage individual(s) with questions such as: <ul style="list-style-type: none">• Do you like cats?• Have you ever had a cat before?• What should we name this cat?• Can you make it purr?• What does its fur feel like?

HOW TO GET STARTED

- You can start with one pet. Clinical experience suggests having at least one pet for every 15 persons with dementia.
- Consider first introducing the pet by inviting persons with dementia to name it; doing so may help establish it as a shared pet, for everyone to enjoy.
- Designate a “home” for the pet by placing it in a pet bed at eye-level on a table or counter in a common living area.
- Keep the pet turned on during daytime hours to make it seem more like a real, live animal. If desired, the sound can be turned off.
- Turn the pet off if live animals are in the building.
- Turn the pet into sleep mode or turn power off at night to save battery life.



MATERIALS & EQUIPMENT:

Example: *Joy For All* cat

- Pet bed
- Pet brush
- Pet collar and name tag
- Table (for the bed)
- Batteries (1.5V C-size alkaline)
- Cleaning spray

SAFETY & OTHER CONSIDERATIONS:

- Assure pets are kept off the ground to avoid a tripping hazard.
- Reposition the pet if the person with dementia is holding it too tightly.
- Remove the pet if the person with dementia is agitated, to avoid it being thrown or otherwise damaged.
- Avoid giving the pet to a person with dementia who is showing signs of respiratory, gastrointestinal, or skin infection.
- Clean the cat regularly by spraying cleaner on its fur. See the appendix for more detailed instruction.



MUSIC APPENDIX

SAMPLE CALMING MUSIC	
FAMILIAR SONGS	CLASSICAL MUSIC
<ul style="list-style-type: none"> White Christmas (Bing Crosby) What a Wonderful World (Louis Armstrong) You Make Me Feel So Young (Frank Sinatra) Dream a Little Dream of Me (Doris Day) Crazy (Patsy Cline) Let It Be (The Beatles) You Are My Sunshine (Johnny Cash) Over the Rainbow (Judy Garland) Imagine (John Lennon) 	<ul style="list-style-type: none"> The Sonata No. 16 in C Major (Mozart) Moonlight Sonata (Beethoven) Water Music (Handel) Raindrops (Chopin) Canon in D The Elegance of (Pachelbel) Air on the G String (JS Bach) Prelude to the Afternoon of a Faun (Claude Debussy) The Blue Danube (Johann Strauss Jr.)

SAMPLE FAMILIAR MUSIC	
TOP HITS FOR PERSONS AGES 60+	TOP HITS FOR PERSONS AGES 70+
<ul style="list-style-type: none"> Good Vibrations (The Beach Boys) Stop! In The Name of Love (The Supremes) Hey Jude (The Beatles) I Got You Babe (Sonny & Cher) I'm A Believer (The Monkees) Yellow Submarine (The Beatles) Paint It Black (The Rolling Stones) The Sound of Silence (Simon & Garfunkel) Respect (Aretha Franklin) 	<ul style="list-style-type: none"> Jailhouse Rock (Elvis Presley) At The Hop by Danny (The Juniors) Sea of Love (Phil Phillips) Hound Dog (Elvis Presley) Bye Bye Love (The Everly Brothers) Everybody's Somebody's Fool (Connie Francis) Strangers In the Night (Frank Sinatra) La Bamba (Ritchie Valens) Johnny B. Goode (Chuck Berry)
TOP HITS FOR PERSONS AGES 80+	TOP HITS FOR PERSONS AGES 90+
<ul style="list-style-type: none"> Sentimental Journey (Doris Day) Yes, My Darling Daughter (Dinah Shore) You Are My Sunshine (Bing Crosby) Unforgettable (Nat King Cole) Hush, Hush, Sweet Charlotte (Patti Page) Because of You (Tony Bennett) Green Eyes (Jimmy Dorsey) Lover Man (Billie Holiday) Paper Doll (Mills Brothers) 	<ul style="list-style-type: none"> All Of Me (Louis Armstrong) Minnie The Moocher (Cab Calloway) Rum and Coca-Cola (The Andrews Sisters) The Umbrella Man (Kay Kyser) God Bless The Child (Billie Holiday) Swinging on a Star (Bing Crosby) Over the Rainbow (Judy Garland) Let's Dance (Benny Goodman) In the Mood (Glenn Miller)

DEVICE CLEANING APPENDIX

ROBOTIC PETS:

- Clean robotic pets between use of different persons.
- Clean fur with a natural, non-toxic cleaning spray.
- Gently wipe fur with a towel, avoiding the area around eyes and nose.
- Allow robotic pet to dry.
- Brush the fur with a clean brush.
- Clean the brush by using the cleaning spray and wiping with a towel between each use.

Sample Cleaning Sprays:

- Dapple Pure 'N' Clean Everything All-Purpose Cleaner Spray
- Mrs. Meyer's All-Purpose Cleaner
- CleanSmart Toy Disinfectant Spray



DIFFUSERS:

- Once weekly, wipe the inside and outside of the diffuser with an alcohol wipe.
- Wait for the diffuser to dry before the next use, or dry with paper towels.
- Once monthly, more thoroughly clean the diffuser with a vinegar solution.
- Move the diffuser outside to limit unpleasant odors if it isn't being used.
- Fill it with a solution of 200 ml of water and a splash of white vinegar.
- Turn the diffuser on and run it for two hours.
- Remove any remaining vinegar solution, and clean the inside and outside of the diffuser with an alcohol wipe before the next use.

HEADSETS:

- Clean the headsets in between use of different persons.
- Wipe down the headset with an alcohol wipe, especially the portion that comes into contact with the ears.
- Allow the headset to dry before next use.

Sample Alcohol Wipes:

- Purell Alcohol Formulation Sanitizing Wipes
- Seventh Generation Disinfecting Multi-Surface Wipes
- Clorox Disinfecting Antibacterial Wipes



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