## THE FISH APPROACH®

People with dementia are like fish in the water.



The water is their reality.

Fish don't like to be out of the water. They flip. They flop.

They get anxious and uncomfortable.

Pulling someone with dementia out of their reality and into ours can make a situation worse. We need to avoid communication snags and get in the water with them. This way, we can approach them from their perspective.

## LET'S DIVE IN MORE!



Unlocking the Doors to a Better Dementia Care Experience







www.DementiaCareSolutions.org

## **Communication Snags**

Avoiding these communication snags will help keep people with dementia from experiencing the stress of "being pulled out of the water." It puts us in a position to be more understanding and empathetic to their point of view.

- **A** Reasoning
- **Explaining**
- Arguing
- Orienting
- Convincing

## **Getting in the Water**

Stepping into the reality of the person with dementia can reduce anxiety and provide a supporting foundation to start improving the situation.



Apologizing
Investigate Reflecting Validate
Reassuring Respond

